



## Fibre Up Pty Ltd – Critical Information Summary

**Service:** Wireless Internet (PMTP Fixed Wireless)

**Supplier:** Fibre Up Pty Ltd (ABN 36 641 495 212)

**Website:** [www.fibreup.com.au](http://www.fibreup.com.au)

**Contact:** 1300 001 294 | [info@fibreup.com.au](mailto:info@fibreup.com.au)

**Effective date:** 01/04/2026

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### 1. SERVICE DESCRIPTION

Fibre Up provides an internet service to eligible premises using **fixed wireless point-to-multipoint (PMTP) technology**. A small receiver (antenna) is installed on your roof and connects wirelessly to Fibre Up's network via a transmission tower located on village or park grounds. The receiver is connected to your router inside the premises.

The service is suitable for general internet use, streaming, video calls and work-from-home activities.

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### 2. AVAILABLE PLANS AND PRICING

#### Easy Plan

- **Monthly price:** \$52
- **Data allowance:** Unlimited
- **Speed tier:** 25 Mbps download / 10 Mbps upload
- **Minimum term:** 24 months
- **Minimum total cost over 24 months:** \$1,248

#### Plus Plan

- **Monthly price:** \$67
- **Data allowance:** Unlimited
- **Speed tier:** 50 Mbps download / 20 Mbps upload
- **Minimum term:** 24 months
- **Minimum total cost over 24 months:** \$1,608

Prices do not include any optional hardware purchases or promotions.

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### 3. TYPICAL SPEEDS (BUSY HOUR)

Typical speeds during the busy period (7pm–11pm) are:

Plan	Typical Download Speed	Typical Upload Speed
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Easy	20–25 Mbps	8–10 Mbps
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Plus	40–50 Mbps	15–20 Mbps
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Actual speeds may vary due to network load, line-of-sight conditions, weather, equipment performance and in-home Wi-Fi setup. Speeds are not guaranteed.

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#### 4. SERVICE AVAILABILITY AND REQUIREMENTS

- Service is only available where there is **clear line-of-sight** between your premises and a Fibre Up tower.
- Availability must be confirmed prior to connection.
- You must have a suitable **Wi-Fi router**.

##### Router Options

- You may use your own router (BYO). Fibre Up does not provide technical support for BYO routers.
  - Fibre Up supplied routers are available for purchase, starting from **\$130**.
  - Fibre Up routers include a **12-month warranty** from the date of installation.
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#### 5. INSTALLATION AND EQUIPMENT

- A receiver will be installed on your roof and remains the **property of Fibre Up**.
  - You must not remove, modify or interfere with Fibre Up equipment.
  - If Fibre Up equipment is not returned or access is not provided after service cancellation, an additional fee of **\$150** may apply.
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#### 6. CONTRACT TERM AND EARLY TERMINATION

##### Minimum Term

Easy and Plus Plans have a **24-month fixed-term commitment**.

##### Early Termination Fees (ETF)

If you cancel your service or move premises during the minimum term, an ETF applies as follows:

##### Months Remaining ETF

19–24 months	\$500
13–18 months	\$350
7–12 months	\$250
1–6 months	\$200

No ETF applies after the minimum term ends.

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## 7. BILLING AND PAYMENT

- Bills are issued **monthly by email**.
- Payment is due **14 days** after the bill date.
- Payment methods include direct debit from bank account, debit card or credit card.
- Any applicable discounts will appear as credits on your bill.

Failure to pay may result in service restriction, suspension or debt recovery action in accordance with our Standard Form of Agreement and Financial Hardship Policy.

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## 8. FAIR USE

You must comply with Fibre Up's **Fair Use Policy**. We may manage or restrict services if usage is unreasonable, unfair or negatively impacts network performance.

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## 9. SUPPORT AND COMPLAINTS

### Customer Support


 1300 001 294 (Monday–Friday, business hours)

 [info@fibreup.com.au](mailto:info@fibreup.com.au)

### Complaints

If you have a complaint, please contact Fibre Up first. We will handle complaints in accordance with our **Complaints Handling Policy**.

If your complaint is not resolved, you may contact the **Telecommunications Industry Ombudsman (TIO)**:

 1800 062 058

 [www.tio.com.au](http://www.tio.com.au)

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## 10. YOUR RIGHTS

This service comes with consumer guarantees under the **Australian Consumer Law**.

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