

Fibre Internet for Your Home – What You Need to Know

What is Fibre Up FTTP?

Fibre Up FTTP is a high-speed internet service delivered over optical fibre directly to your home. It is faster and more stable than wireless or mobile internet.

Available Plans

- **100/50 Mbps – \$79 per month**
Ideal for streaming, video calls and everyday use
- **250/50 Mbps – \$89 per month** (*Most popular*)
Great for families and multiple devices
- **500/50 Mbps – \$99 per month**
Best for heavy users and lots of devices

All plans include unlimited data.

Contract & Installation

- 36-month agreement
- \$0 upfront installation
- After 36 months, the service continues month-to-month

What happens if I cancel early?

Because Fibre Up pays for the fibre installation upfront, an early cancellation fee applies if you leave during the first 36 months. The fee reduces over time.

Example:


- Cancel halfway through → you pay about half the install cost
- Cancel after 36 months → no fee

Power outages

Your fibre service needs power. During a blackout, internet will stop unless you have your own backup power.

Who do I contact for help?

Fibre Up Support

 1300 001 294

 support@fibreup.com.au

Not happy?

Fibre Up will try to fix any issues quickly. If you're still unhappy, you can contact the Telecommunications Industry Ombudsman (TIO).