
1. SERVICE DESCRIPTION

Fibre Up provides Fibre to the Premises (FTTP) internet services to eligible residences within participating villages and parks. FTTP services are delivered via dedicated optical fibre infrastructure installed from the Fibre Up network to the customer's Premises.

The service includes:

- Optical fibre connection to the Premises
- Fibre Up supplied Network Termination Device (NTD)
- Internet access at the speed tier selected by the customer

Voice services are not included unless expressly stated.

2. SPEED TIERS

The following FTTP speed tiers are available (subject to network capacity and location):

- Fibre 100 – 100 Mbps download / 50 Mbps upload
- Fibre 250 – 250 Mbps download / 50 Mbps upload
- Fibre 500 – 500 Mbps download / 50 Mbps upload

These speeds are theoretical maximums. Typical busy-hour performance is set out in the Critical Information Summary (CIS).

3. CONTRACT TERM

3.1 Minimum Term

FTTP services are supplied on a **36-month minimum contract term** where a \$0 upfront installation offer applies.

3.2 Post-Term

After the minimum term ends, the service automatically continues on a **month-to-month** basis at the same monthly charge unless cancelled.

4. INSTALLATION AND EQUIPMENT

4.1 Installation

Installation includes fibre lead-in (where required), NTD installation, and service activation. Installation time is typically 2–3 hours.

4.2 Network Termination Device (NTD)

- The NTD remains the property of Fibre Up. Customers must not relocate, modify, or interfere with the NTD.
- The NTD requires mains power to operate.

4.3 Customer Equipment

Customers may use their own router. Fibre Up may supply supported routers at additional cost.

5. EARLY TERMINATION

If the service is cancelled during the 36-month minimum term, an **Early Termination Fee (ETF)** applies.

The ETF represents the unamortised portion of the FTTP installation subsidy and is calculated dynamically as:

$$\text{ETF} = \text{Installation Subsidy} \times (\text{Remaining months} \div 36)$$

The Installation Subsidy amount applicable to your service is stated in your Critical Information Summary.

No ETF applies after the minimum term ends.

6. SERVICE LIMITATIONS

- FTTP services do not operate during power outages unless the customer provides backup power.
 - Performance may be affected by network congestion, customer equipment, Wi-Fi conditions, and external factors.
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