Fibre Up Pty Ltd – Critical Information Summary (CIS)
Service Location: Avington Point Cook
Supplier: Fibre Up Pty Ltd (ABN 36 641 495 212)
Website: www.fibreup.com.au
Contact: 1300 001 294 | info@fibreup.com.au
Effective date: 01/10/2026

Avington Point Cook Telecommunications Services

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1. ABOUT THESE SERVICES

Fibre Up provides internet and telephone services to residents of Avington Point Cook.

From 1 October 2026, Fibre Up will take over the telecommunications services previously supplied by ENSA at Avington Point Cook.

Existing customers will be moved to the equivalent Fibre Up service at their existing speed, package and monthly price.

Some packages also include Foxtel services. Foxtel is a third-party service and additional terms may apply.

Electricity services at Avington Point Cook are not supplied by Fibre Up and will continue to be provided by ENSA.

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2. AVAILABLE PLANS AND MONTHLY PRICING

All prices below include GST. All Internet plans include unlimited data.

Internet – Unlimited Data

Plan	Internet speed	Monthly price
Unlimited Data	Up to 15 Mbps download / 15 Mbps upload	$54.95
Unlimited Data	Up to 25 Mbps download / 25 Mbps upload	$65.95
Unlimited Data	Up to 50 Mbps download / 25 Mbps upload	$82.45

Avington Advantage – Internet + Phone

Plan	Internet speed	Included services	Monthly price
Avington Advantage	Up to 15/15 Mbps	Unlimited Data + Phone	$65.95
Avington Advantage	Up to 25/25 Mbps	Unlimited Data + Phone	$76.95
Avington Advantage	Up to 50/25 Mbps	Unlimited Data + Phone	$87.95

All In Standard – Internet + Phone + Foxtel Standard

Plan	Internet speed	Included services	Monthly price
All In Standard	Up to 15/15 Mbps	Unlimited Data + Phone + Foxtel Standard	$120.90
All In Standard	Up to 25/25 Mbps	Unlimited Data + Phone + Foxtel Standard	$131.90

All In Platinum – Internet + Phone + Foxtel Platinum

Plan	Internet speed	Included services	Monthly price
All In Platinum	Up to 15/15 Mbps	Unlimited Data + Phone + Foxtel Platinum	$164.90
All In Platinum	Up to 25/25 Mbps	Unlimited Data + Phone + Foxtel Platinum	$175.90

Existing Standalone Services

The following services will continue for customers already receiving them at 1 October 2026 but are **not available for new standalone connections**.

Service	Monthly price
Phone only	$32.95
Foxtel Standard only	$65.95
Foxtel Platinum only	$109.95

Not every plan shown above may be available for new connections. Fibre Up will advise you of the plans currently available if you request a new service or change your existing plan.

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3. INTERNET SPEEDS

The speed shown for your plan is the maximum service speed for that plan. Actual speeds may be lower and can be affected by factors including:

- network demand;
- maintenance or faults;
- your router or other equipment;
- the number and type of devices being used;
- Wi-Fi signal strength and interference;
- in-home cabling; and
- external network or upstream provider conditions.

Typical busy-hour speeds:

During the typical busy-hour period of 7pm to 10pm, the expected speeds are:

Plan Speed	Typical Peak Time Speed
15 Mbps	13.5 Mbps
25 Mbps	22.5 Mbps
50 Mbps	45 Mbps
100 Mbps	90 Mbps

Fibre Up does not guarantee that the maximum plan speed will be available at all times.

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4. UNLIMITED DATA

Internet plans listed in this CIS include unlimited data.

There are no excess data usage charges for normal residential use. Use of the service remains subject to Fibre Up's Acceptable Use Policy (AUP).

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5. TELEPHONE SERVICES

Where your package includes phone calls, Fibre Up provides a Voice over Internet Protocol (VoIP) telephone service using the existing Avington telecommunications network.

Included calls are;

- Local calls
- National landline calls
- Australian mobile calls
- 1800 numbers
- 13 and 1300 numbers;

The following are charged separately;

- Premium service calls
  Subject to 1900 premium service provider rates (connection fee + per-minute rate)
- International calls
  Varies by destination - $0.00 flagfall; charged per minute based on destination.

Calls to Triple Zero (000) are free.

Any call type not included may incur an additional charge. Fibre Up will disclose any applicable call rates before they take effect.

Current international call rates are available on the Fibre Up website: https://fibreup.com.au/

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6. IMPORTANT INFORMATION ABOUT YOUR TELEPHONE SERVICE

The Fibre Up telephone service relies on powered network equipment.

Power outages

Your Fibre Up telephone service will not operate during a power outage if the equipment required to provide the service does not have power.

This may mean that you cannot use the service to call Triple Zero (000) during a power outage.

We strongly recommend that you maintain another means of making emergency calls, such as a charged mobile telephone.

Triple Zero and your address

You can call Triple Zero (000) using the Fibre Up telephone service when the service is operating.

It is important that Fibre Up has your correct service address because address information associated with your telephone service may be used during an emergency.

Please tell us promptly if your details change.

Priority Assistance

Priority Assistance is not available with the Fibre Up Voice Service. Customers who require Priority Assistance should contact a provider that offers this service, eg Telstra.

Customer Service Guarantee (CSG)

Fibre Up Voice Services are supplied subject to a Customer Service Guarantee Waiver. Customers must read and accept the Fibre Up Customer Service Guarantee Waiver before the Voice Service can be provided.

Existing telephone numbers

For services transferred from ENSA on 1 October 2026, Fibre Up expects your existing telephone number to remain unchanged.

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7. CUSTOMER SERVICE GUARANTEE

Where the Telecommunications Customer Service Guarantee Standard applies to your telephone service, you retain the rights provided by that Standard.

Fibre Up requires migrated customers to waive their Customer Service Guarantee rights as part of the transfer to Fibre Up.

Any proposed waiver would require a separate process and would only apply where permitted by law.

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8. FOXTEL SERVICES

Foxtel Standard and Foxtel Platinum may form part of selected Avington packages.

Foxtel services:

- are delivered using services and content supplied by Foxtel or its related providers;
- are subject to availability;
- may require Foxtel equipment;

- may be affected by changes made by Foxtel to channels, programming or service availability
- are subject to the applicable upstream terms.

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9. CONTRACT TERM

Avington services transferred from ENSA to Fibre Up are provided on a **month-to-month basis**.

There is:

- **no minimum contract period**; and
- **no Early Termination Fee**.

You may cancel your service by contacting Fibre Up.

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10. CONNECTION AND EQUIPMENT

Existing Avington customers transferring from ENSA are expected to continue using the existing telecommunications infrastructure and compatible customer equipment.

No new fibre installation or $0-installation contract applies solely because your service is transferring from ENSA to Fibre Up.

If equipment needs to be replaced or additional work is requested, Fibre Up will tell you about any applicable charges before carrying out chargeable work.

Do not relocate, disconnect, modify or interfere with network equipment that Fibre Up or its service providers have identified as network equipment.

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11. BILLING AND PAYMENT

Fibre Up bills Avington services monthly.

Invoices are expected to be issued at the start of each month for services supplied during that month.

Payment is due **14 days from the invoice date**.

Unless otherwise stated, all prices and charges are inclusive of Goods and Services Tax (GST).

Your first Fibre Up invoice following the transition will be issued on 1 October 2026.

Details of available payment methods will be shown on your Fibre Up invoice.

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12. PAYMENT ASSISTANCE

If you are having difficulty paying your bill, please contact Fibre Up as soon as possible.

We can discuss payment assistance options with you in accordance with our Payment Assistance Policy and applicable telecommunications requirements.

Our priority is to work with customers experiencing financial difficulty and, wherever reasonably possible, help them remain connected.

Contact Fibre Up on **1300 001 294** for assistance.

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13. SUPPORT, FAULTS AND COMPLAINTS

Customer Support

Phone: 1300 001 294
Email: info@fibreup.com.au
Website: www.fibreup.com.au

If you experience a fault, please contact Fibre Up.

Fibre Up will investigate faults within the Fibre Up service and will work with its upstream providers where the issue occurs within an upstream network or service.

Complaints

If you have a complaint, please contact Fibre Up first.

We will handle your complaint in accordance with our Complaints Handling Policy.

If you are not satisfied with the outcome, you may contact the **Telecommunications Industry Ombudsman (TIO)**:

Phone: 1800 062 058
Website: www.tio.com.au

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14. RELATED DOCUMENTS

This Critical Information Summary should be read together with:

- Fibre Up Standard Form of Agreement (Terms and Conditions);
- Fibre Up Acceptable Use Policy;
- Fibre Up Privacy Policy;
- Fibre Up Payment Assistance Policy
- Fibre Up Complaints Handling Policy; and
- Customer Service Guarantee Waiver

These documents are available on the website: https://fibreup.com.au/

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15. YOUR RIGHTS

Nothing in this CIS limits any rights or remedies you may have under the Australian Consumer Law, telecommunications legislation, applicable ACMA standards or other laws that cannot lawfully be excluded.

-- End of Critical Information Summary --