

Fibre Connect Upgrade Offer Terms (FAST Fibre and Business Broadband)

1.1 Interpretation

- (a) Capitalised terms not otherwise defined in this document are set out in the relevant Service Schedule and General Terms.

1.2 Fibre Connect Upgrade and Eligibility

- (a) The Fibre Connect Upgrade Offer for \$0 allows eligible existing and new nbn® customers to upgrade to nbn Fibre to the Premises (FTTP) (“Upgrade Offer”) when connecting to selected:
- i. Fast Fibre nbn® plans on certain nbn® Speed Tiers; or
 - ii. Business Broadband nbn® plans on certain nbn® Speed Tiers;
- with any of these being “Eligible Plans”.
- (b) The Upgrade Offer is:
- i. only available for Eligible Plans at addresses determined to be eligible by nbn®. Sites must already have an existing nbn® FTTN or FTTC connection; and
 - ii. subject to a Minimum Service Period. The applicable Minimum Service Period is set out in the relevant Order.
- (c) nbn® Co Limited determines if an upgrade requires a standard or non-standard installation. The Upgrade Offer is only available for standard installation. Non-standard installation may be subject to additional costs as determined and charged by nbn®. For completeness, nbn®’s assessment of standard or non-standard installation is determined by nbn® in its sole discretion.
- (d) Speed Tiers set out the maximum download and upload speeds available to You, depending on a range of factors (“Speed Tiers”). The Speed Tiers supported under the Eligible Plans are as follows:

Business Broadband

nbn® Speed Tiers (mbps) (download/upload)	FTTN and FTTC addresses
	100/20
	100/40
	250/25
	250/100
	500/200
	1000/50
	1000/400

FAST Fibre Services

nbn® Speed Tiers (mbps) (download/upload)	FTTN and FTTC addresses	TC-2 Speeds (Symmetrical Download/Upload)
	100/20	-
	100/40	20/20
	250/25	-
	250/100	30/30
		40/40
		50/50
	500/200	60/60
		70/70
80/80		
90/90		
100/100		
1000/50	-	
1000/400	-	

1.3 Installation

- (a) The Upgrade Offer requires a nbn® installer to undertake works and install new nbn® equipment inside and outside of the Site. The standard installation process will require either one or two visits, depending on what type of connection You currently have.
- (b) Standard installations are completed by nbn® without charge to You. nbn® may require You to pay additional charges to proceed with a non-standard installation, as advised by nbn®. Non-standard installation includes where the installation is unusual, complex, difficult, or there are safety issues, or where the installation is to a point that is not the closest and most direct path from the street. If you do not agree to pay these costs, then the Upgrade Offer cannot be provided to you and you will continue to use the existing nbn® FTTN or FTTC connection at the Site under the terms of the Eligible Plan, including any Minimum Service Period.
- (c) For some addresses, the nbn® installer needs to undertake an initial visit to assess the Site. Safe access is required to the exterior of the Site, although You do not need to be present. Installation may be delayed if suitable access is not available.
- (d) On the day of the nbn® installation appointment, the nbn® installer requires access to the exterior and interior of the Site. You, or an authorised person over the age of 18, must be at the Site during this visit. Installation may take three (or more) hours to complete, depending on complexity.
- (e) The nbn® installer will determine the optimal location for installation and advise on what works are required. Installation works may include drilling through external or internal walls and require access to underfloor, wall or roof cavity spaces. Installation must be near a power source in a cool, dry, ventilated area. Installation may need to be at a different location from pre-existing FTTN/C or other nbn® equipment. You are responsible for any further internal works (for example, personal network ethernet cabling) beyond installation of the nbn® FTTP Network Termination Device.
- (f) You must have the owner or landlord's permission in writing for the installation if You are not the owner of the Site.
- (g) For basic installation, You are responsible for connecting or reconfiguring the modem or phone to the nbn® FTTP Network Termination Device. When connecting to the new service, You may experience a short delay before You are able to connect (approximately 30 minutes on average).

1.4 Installation Targets

- (a) The nbn® advises that standard installation should be completed within the timeframes as follows:

Urban Area	Minor Rural Area, Major Rural Area	Remote Area
27 Business Days	31 Business Days	31 Business Days

- (b) The installation timeframes are provided for information only on an indicative basis and are not guaranteed.

1.5 Disconnection of your existing service

- (a) If an existing service is supplied by another provider, You are responsible for cancelling that service with Your previous provider once the interim nbn® FTTN/C service is activated.
- (b) If Your existing FTTN or FTTC service is provided by Pipe Networks and is a downgrade or upgrade of Your current plan, the existing FTTN or FTTC service will be automatically disconnected once Your new nbn® FTTP service is activated and:
- i. for hard cutover (being an immediate switch to Your new nbn® FTTP service), when Your modem is successfully connected; or
 - ii. for parallel cutover (which is where you continue using Your existing FTTN or FTTC service even if Your new nbn® FTTP service is ready), after Your new nbn® FTTP service is activated on the date You nominate.
- (c) If You are unable to connect to the new nbn® FTTP service and a fault with the new service is detected, You may contact Pipe to, or We may elect to, pause the disconnection of the existing service until the issue is resolved.
- (d) If You do not connect Your new nbn® FTTP service within seven (7) days of completed installation, and We are unable to detect a fault, We will start billing for the new service.

1.6 Modem requirements

- (a) If You use a modem that has not been issued to You by Pipe as part of an Eligible Plan, You will need a compatible high-speed modem to achieve optimal performance with a new nbn® FTTP service. You should undertake Your own investigations to determine which modem is suitable for Your needs and to support the Eligible Plan.