

Terms and Conditions

NBN Fibre Connect Fibre Upgrade



Description

MyNet is providing NBN Technology Upgrades for eligible TC4 connections, specifically focusing on Fibre Connect. Here are essential details regarding this service:

Fibre Connect Important Info

- The offer applies to current Fibre To The Node (FTTN) and current Fibre To The Curb (FTTC) addresses that have been identified by NBNCo as being eligible for an upgrade to Fibre To The Premise (FTTP). Eligibility can be checked on NBNCo Website at <https://www.nbnco.com.au/residential/upgrades/more-fibre>
- For the new FTTP service to be able to be connected, someone aged over 18 years old must be home at the time of any appointments, the 1st appointment for pre-scope is arranged by NBN directly.
- NBN will conduct a pre-scope before installation and may require additional infrastructure (e.g., trenching and conduit) for completion. If needed, the customer is responsible for the cost of this extra infrastructure.

Upgrade Conditions

- To be eligible for the Fibre Connect Fibre Upgrade, the new or upgraded service must align with the following plans:
- Eligible plans for current FTTN addresses include:

| Residential | Business |
|----------------------|----------------------|
| 100/20 | 100/40 |
| 500/50 | 250/100 |
| 750/50 | 500/200 (FTTP Only) |
| 1000/100 | 1000/400 (FTTP Only) |
| 2000/100 (HFC Only) | 2000/500 (FTTP Only) |
| 2000/200 (FTTP Only) | |

- Minimum eligible plan for current FTTN addresses:
 - Residential: 100Mbps/20Mbps
 - Business: 100Mbps/40Mbps
 - Eligible plans for current FTTC addresses include
- | Residential | Business |
|-------------|----------|
| 250/100 | 250/100 |
| 500/50 | 500/200 |
| 1000/100 | 1000/400 |
| 2000/200 | 2000/500 |
- Minimum eligible plan for current FTTC addresses:
 - Residential: 250Mbps/100Mbps
 - Business: 250Mbps/100Mbps
 - For FTTN/B Fibre Connect, a \$200 ex GST downgrade/cancellation fee applies if the plan is downgraded below 100/40Mbps within 12 months of connecting to FTTP, transferring to a different provider, or cancelling the service.
 - For FTTC Fibre Connect, a \$200 ex GST downgrade/cancellation fee applies if the plan is downgraded below 250/100Mbps within 12 months of connecting to FTTP, transferring to a different provider, or cancelling the service.

For further details, please consult the general Critical Information Summary for NBN TC4 Connections at https://www.mynet.net.au/s/MyNet-CIS_NBN.pdf