

Ultimate Broadband

ConnectBusiness Fibre Plans

Product Description

ConnectBusiness Fibre 300 | ConnectBusiness Fibre 500 | ConnectBusiness Fibre 900

Version date: 31 August 2026

This Product Description is a summary of UBB ConnectBusiness Fibre plans. It should be read together with UBB full terms and conditions and any accepted quote or service agreement. All prices are inclusive of GST unless stated otherwise. Final availability, fibre network, speed profile, installation scope, hardware, contract term, travel, resilience options and any non-standard charges are confirmed before sign-up.

Service Overview

Service Description	
Service Description	ConnectBusiness Fibre is a business broadband service with unlimited data, designed around uptime, local support and business-grade setup options. It is available in three speed profiles: ConnectBusiness Fibre 300, ConnectBusiness Fibre 500 and ConnectBusiness Fibre 900. Customers can select BYOD or Standard Subsidised offers depending on whether they want to use their own router or have UBB supply supported equipment.
Availability	Available only where fibre is available at the business service address and where UBB can provision the service through the relevant fibre network provider. Plan availability, upload speeds, speed profiles and contract requirements can vary by address and network provider. UBB will confirm the available speed profile before provisioning.

Standard Service Charge

Plan	Speed profile	Base monthly charge	Common offer MMR	Monthly data allowance	Plan summary
ConnectBusiness Fibre 300	300 / 300 Mbps	\$129 per month	\$124 per month on eligible BYOD or 36-month Standard Subsidised offers	Unlimited data. Fair Use Policy applies.	Business fibre for everyday offices, cloud apps, hosted voice, EFTPOS and general business use.
ConnectBusiness Fibre 500	500 / 500 Mbps	\$129 per month	\$124 per month on eligible BYOD or 36-month Standard Subsidised offers	Unlimited data. Fair Use Policy applies.	Higher-capacity business fibre where 500/500 Mbps is available at the address.
ConnectBusiness Fibre 900	900 / 500 Mbps	\$149 per month	\$144 per month on eligible BYOD or 36-month Standard Subsidised offers	Unlimited data. Fair Use Policy applies.	High-speed business fibre for teams with heavier cloud, voice, file, backup or multi-user requirements.

Pricing notes: Offer Monthly Recurring Charge (Offer MMR) depends on the selected term, BYOD or Standard Subsidised option, and whether the order is a new connection or re-sign. Final pricing and eligibility are confirmed before sign-up.

Term Offer Options

Plan	Term / offer	Action	Upfront	Base MMR	Discount	Offer MMR
Fibre 300	12m BYOD	New or re-sign	\$0	\$129	\$5	\$124
Fibre 300	12m Standard	New or re-sign	\$199	\$129	-	\$129

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	Subsidised					
Fibre 300	24m BYOD	New or re-sign	\$0	\$129	\$5	\$124
Fibre 300	24m Standard Subsidised	New or re-sign	\$0	\$129	-	\$129
Fibre 300	36m Standard Subsidised	New or re-sign	\$0	\$129	\$5	\$124
Fibre 500	12m BYOD	New or re-sign	\$0	\$129	\$5	\$124
Fibre 500	12m Standard Subsidised	New or re-sign	\$199	\$129	-	\$129
Fibre 500	24m BYOD	New or re-sign	\$0	\$129	\$5	\$124
Fibre 500	24m Standard Subsidised	New or re-sign	\$0	\$129	-	\$129
Fibre 500	36m Standard Subsidised	New or re-sign	\$0	\$129	\$5	\$124
Fibre 900	12m BYOD	New or re-sign	\$0	\$149	\$5	\$144
Fibre 900	12m Standard Subsidised	New connection	\$349	\$149	-	\$149
Fibre 900	12m Standard Subsidised	Re-sign	\$299	\$149	-	\$149
Fibre 900	24m BYOD	New or re-sign	\$0	\$149	\$5	\$144
Fibre 900	24m Standard Subsidised	New connection	\$199	\$149	-	\$149
Fibre 900	24m Standard Subsidised	Re-sign	\$159	\$149	-	\$149
Fibre 900	36m Standard Subsidised	New or re-sign	\$0	\$149	\$5	\$144

Additional Data Charges

Additional Data	
Additional Data	The included ConnectBusiness Fibre plans include unlimited data. There is no standard additional data charge for included broadband usage. Fair Use Policy applies. Optional mobile, voice, backup, security or other add-on services may have their own allowances and usage charges.

Set Up Charge

Offer pathway	Standard setup or hardware options	Contract options / notes
BYOD	Customer supplies their own suitable router or business network equipment. UBB provides the fibre service and required connection details. BYOD discounts apply on eligible offers.	No UBB router is supplied. UBB support is limited to the fibre service and agreed service boundary. Customer is responsible for their own internal router, Wi-Fi and network environment unless a managed add-on is purchased.
Standard Subsidised	UBB supplies the standard supported setup for the selected offer. Upfront charge varies by plan, term and new/re-sign status.	Designed for customers who want UBB-supplied equipment or a simpler setup pathway. Subsidised equipment or promotional benefits may need to be returned or may affect early termination charges.
Professional / structured setup	Professional installation, structured cabling, managed Wi-Fi, failover, business voice, CCTV, security or ConnectCare can be added where required.	Quoted before work proceeds. Travel, additional labour, non-standard materials, after-hours work, return visits and external antenna or resilience work may incur additional charges.

Other Charges

Charge area	Customer-facing summary
Static IP	Static public IP options can be quoted or included depending on selected package and technical requirements.
Backup / resilience	Optional business resilience can use 4G/5G, UBB Wireless, StarCare/Starlink or another design depending on the business location and requirements. Additional hardware, data, installation, travel and external antenna work may incur charges.
Non-standard work	Additional labour, materials, patching, structured cabling, additional technicians, extra Wi-Fi coverage, equipment relocation, travel, after-hours work and return visits may incur charges. Charges should be quoted or confirmed before work proceeds.
Voice, security and managed services	Optional Business Voice, PBX, ConnectCare, CCTV, Wi-Fi, mobile and other add-on services may be billed separately and may have separate hardware, setup, usage, support, bundle or early termination terms.

Average Monthly Price

Average Monthly Price is included where mandatory upfront charges make the first 12-month average higher than the advertised monthly charge. It is calculated using regular plan fees and mandatory charges over the first 12 months. Optional charges, postage/courier, travel and contingent charges are excluded. If a customer selects a different setup, hardware or contract option, UBB should confirm the applicable Average Monthly Price before sign-up.

Example plan / setup pathway	Advertised monthly charge	Mandatory charge used in example	Example Average Monthly Price
Fibre 300 - 12m BYOD	\$124 per month	\$0	\$124.00 per month
Fibre 300 - 12m Standard Subsidised	\$129 per month	\$199 upfront	\$145.58 per month
Fibre 300 - 24m BYOD	\$124 per month	\$0	\$124.00 per month
Fibre 300 - 24m Standard Subsidised	\$129 per month	\$0	\$129.00 per month
Fibre 300 - 36m Standard Subsidised	\$124 per month	\$0	\$124.00 per month
Fibre 500 - 12m BYOD	\$124 per month	\$0	\$124.00 per month
Fibre 500 - 12m Standard Subsidised	\$129 per month	\$199 upfront	\$145.58 per month
Fibre 500 - 24m BYOD	\$124 per month	\$0	\$124.00 per month
Fibre 500 - 24m Standard Subsidised	\$129 per month	\$0	\$129.00 per month
Fibre 500 - 36m Standard Subsidised	\$124 per month	\$0	\$124.00 per month
Fibre 900 - 12m BYOD	\$144 per month	\$0	\$144.00 per month
Fibre 900 - 12m Standard Subsidised new connection	\$149 per month	\$349 upfront	\$178.08 per month
Fibre 900 - 12m Standard Subsidised re-sign	\$149 per month	\$299 upfront	\$173.92 per month
Fibre 900 - 24m BYOD	\$144 per month	\$0	\$144.00 per month
Fibre 900 - 24m Standard Subsidised new connection	\$149 per month	\$199 upfront	\$165.58 per month
Fibre 900 - 24m Standard Subsidised re-sign	\$149 per month	\$159 upfront	\$162.25 per month
Fibre 900 - 36m Standard Subsidised	\$144 per month	\$0	\$144.00 per month

Broadband Performance Information

Performance	
Performance	Broadband performance can be affected by the fibre network provider, service address, local network design, Wi-Fi, customer devices, server location, time of day, network conditions, backup/failover state and other factors. See Measuring Broadband NZ for independent information on broadband performance across different providers, services and technologies.
Speed information	ConnectBusiness Fibre services may be symmetric or asymmetric depending on the wholesale product available at the service address. Typical speed profiles are 300/300 Mbps, 500/500 Mbps where available, and 900/500 Mbps. Available upload speeds and plan availability may vary by location and network provider.

Access Type

Plan	Access type	Notes
ConnectBusiness Fibre 300	Fibre	Business fibre service, subject to address and network availability.
ConnectBusiness Fibre 500	Fibre	Business fibre service, subject to address and network availability. 500/500 Mbps availability is confirmed before sign-up.
ConnectBusiness Fibre 900	Fibre	High-speed business fibre service, subject to address and network availability.

Other Information

Item	Details
Minimum Contract Period	ConnectBusiness Fibre may be available on 12-month, 24-month or 36-month terms depending on the plan, network provider, new connection/re-sign status, promotion and selected setup or hardware pathway. Contract term will be confirmed before sign-up.
Early Termination Fee	An Early Termination Fee or Service Termination Fee may apply if a fixed-term business fibre service is cancelled before the end of the contract term. See the Early Termination Fee section below. UBB should disclose the applicable ETF amount or table before the customer agrees to the contract and make the remaining term and estimated ETF payable at the next invoice date easy to access during the contract term.
Notice Period	Services generally require 30 working days notice to close the account. Early termination charges may apply if the service is still in contract.
Other Requirements	Services are available only at the authorised service address. Customer must provide access, power, suitable equipment location, safe working conditions and any business approvals needed where installation or technician work is required. Fibre plan availability, speeds and network-specific terms depend on the fibre network provider and service address.
Traffic Management	A traffic management policy may be in place which can influence broadband performance at busy times or during network management events. See UBB terms and traffic management information for more details.
Service Restrictions	Some service restrictions may apply. These may include use of Carrier Grade NAT on some configurations, blocking of certain traffic for security or anti-spam reasons, or other restrictions required for lawful, security or network management purposes. Static IP or routed services may be available depending on the selected plan and technical requirements.
Fair Use	UBB Fair Use Policy applies to unlimited broadband and calling plans. See

	UBB terms and conditions for the current Fair Use Policy.
Effects on other services	Fibre broadband requires mains power and working customer equipment. If power is unavailable, broadband and services that rely on it - such as voice, EFTPOS, cloud applications, security cameras, monitored alarms, payTV on demand and smart devices - may stop working unless the customer has suitable backup power or backup connectivity. If a voice service relies on broadband, it may not be available during a broadband outage or power outage, including for calls to emergency services.

Early Termination Fee / Service Termination Fee

This section is intended for customer disclosure. UBB should confirm that the displayed ETF table matches the selected plan, fibre network provider, term, promotional benefits, setup option and any subsidised or rental equipment supplied to that customer.

Item	Details
Covered services	This ETF section applies to ConnectBusiness Fibre 300, ConnectBusiness Fibre 500 and ConnectBusiness Fibre 900 where the customer enters a fixed-term agreement.
First 12 months	For a 12-month contract, if the service is cancelled before the end of the term, UBB may charge the full monthly plan charge for each month remaining in the contract. For 24-month and 36-month contracts, any months remaining before the final 12 months may be charged at the full monthly plan charge, plus the reduced final-12-month ETF amount where applicable.
24-month contract	For a 24-month contract, months remaining before the final 12 months are calculated at the full monthly plan charge. The final 12 months are calculated at 25% of the monthly plan charge for each remaining month.
36-month contract	For a 36-month contract, months remaining before the final 12 months are calculated at the full monthly plan charge. The final 12 months are calculated at 25% of the monthly plan charge for each remaining month.
Equipment and promotions	Rental or subsidised equipment must be returned or made available for recovery. Non-returned, incomplete or damaged equipment may be charged at replacement cost. Promotional credits, free months, mobile discounts and bundle discounts may be forfeited on early termination.
Customer access	During a fixed-term contract, UBB should make the remaining contract term and estimated ETF payable at the next invoice date easy to access through the customer portal, invoice, customer support, IVR or another suitable channel.

ETF disclosure example - 12-month contract

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
12	\$1,548.00	6	\$774.00
11	\$1,419.00	5	\$645.00
10	\$1,290.00	4	\$516.00
9	\$1,161.00	3	\$387.00
8	\$1,032.00	2	\$258.00
7	\$903.00	1	\$129.00
0	\$0.00		

Example based on a \$129/month service. Actual charges may vary depending on the customer monthly plan price, contract term, network provider, selected setup, equipment, promotions and customer agreement.

ETF disclosure example - 24-month contract

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
24	\$1,935.00	12	\$387.00
23	\$1,806.00	11	\$354.75
22	\$1,677.00	10	\$322.50
21	\$1,548.00	9	\$290.25
20	\$1,419.00	8	\$258.00
19	\$1,290.00	7	\$225.75
18	\$1,161.00	6	\$193.50
17	\$1,032.00	5	\$161.25
16	\$903.00	4	\$129.00
15	\$774.00	3	\$96.75
14	\$645.00	2	\$64.50
13	\$516.00	1	\$32.25
0	\$0.00		

Example based on a \$129/month service. For 900/500 plans, amounts based on the monthly service charge will be higher. For 24-month contracts, months remaining before the final 12 months are calculated at the full monthly plan charge, and the final 12 months are calculated at 25% of the monthly plan charge. Actual charges may vary depending on the customer monthly plan price, contract term, network provider, selected setup, equipment, promotions and customer agreement.

ETF disclosure example - 36-month contract

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
36	\$3,483.00	18	\$1,161.00
35	\$3,354.00	17	\$1,032.00
34	\$3,225.00	16	\$903.00
33	\$3,096.00	15	\$774.00
32	\$2,967.00	14	\$645.00
31	\$2,838.00	13	\$516.00
30	\$2,709.00	12	\$387.00
29	\$2,580.00	11	\$354.75
28	\$2,451.00	10	\$322.50
27	\$2,322.00	9	\$290.25
26	\$2,193.00	8	\$258.00
25	\$2,064.00	7	\$225.75
24	\$1,935.00	6	\$193.50
23	\$1,806.00	5	\$161.25
22	\$1,677.00	4	\$129.00

21	\$1,548.00	3	\$96.75
20	\$1,419.00	2	\$64.50
19	\$1,290.00	1	\$32.25
0	\$0.00		

Example based on a \$129/month service. For 36-month contracts, months remaining before the final 12 months are calculated at the full monthly plan charge, and the final 12 months are calculated at 25% of the monthly plan charge. Actual charges may vary and should be confirmed before sign-up.

Support Scope and Service Responsibility

Area	BYOD / customer supplied router	Standard Subsidised / UBB supplied setup
Management model	Fibre service with customer-owned or customer-managed router/network.	Business fibre with UBB-supplied supported equipment or subsidised setup pathway.
Technician setup included	No, unless separately quoted.	Depends on selected setup option. Professional, structured or resilience work is quoted where required.
Wi-Fi support	Limited to fibre service boundary unless a managed add-on is purchased.	Basic remote support for UBB-supplied equipment. Managed Wi-Fi, ConnectCare or structured support can be added.
Full Service Warranty	Not included unless separately purchased or included in an accepted quote.	Depends on selected package and supported hardware scope.
Priority support	Standard business support unless a priority or managed service package is selected.	Standard business support, with priority options available through managed service packages.
Static IP	Available where technically supported and confirmed before sign-up.	Available where technically supported and confirmed before sign-up.
Backup/resilience	Available as quoted options.	Available as quoted options, including 4G/5G, wireless, StarCare/Starlink or multi-carrier designs.

Complaints, Disputes and Terms

Item	Details
Complaints	Information about UBB customer complaints process is available through UBB customer support and the UBB website.
Disputes	UBB customers may be able to raise eligible telecommunications disputes through the Telecommunications Dispute Resolution scheme at www.tdr.org.nz , if applicable.
Full terms	This Product Description is a summary only. The full legal terms and conditions for UBB services are available on the UBB website and should be read before sign-up.
Document control	This document should be reviewed and updated whenever plan pricing, setup charges, contract terms, ETF rules, included hardware, network availability or support scope changes.