Ultimate Broadband

ConnectCare Offers

Product Description

ConnectCare Monitor | ConnectCare Protect | ConnectCare Protect Plus | Site Priority | Site Critical | Public Holiday Add-On

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This Product Description is a summary of UBB ConnectCare managed support, monitoring, warranty administration, labour assurance and site-response options. 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 eligibility, device records, site-response options, contract term, exclusions, travel treatment and any non-standard charges are confirmed before sign-up.

Service Overview

Service Description	ConnectCare gives customers a clearer support, monitoring and restoration pathway for approved devices, private infrastructure, important sites and supported UBB service environments. It can include monitoring, technical visibility, warranty administration, labour assurance and site-response options depending on the selected tier.
Availability	Available only for approved devices, enrolled services or sites accepted by UBB. Eligibility depends on the device type, service design, monitoring capability, site location, ownership, device record, supportability and UBB acceptance. Some existing or third-party equipment may require assessment before it can be added.

Standard Service Charge

Offer	Code	Monthly charge	Typical unit	Summary
ConnectCare Monitor	CC-MONITOR	$2.50 per month	Per approved device	Monitoring, visibility and remote technical support for enrolled devices where technically supported.
ConnectCare Protect	CC-PROTECT	$5 per month	Per approved device	Everything in Monitor, plus manufacturer warranty administration and eligible labour for approved warranty failures.
ConnectCare Protect Plus	CC-PROTECT-PLUS	$10 per month	Per approved device	Everything in Protect, plus eligible labour assurance for out-of-warranty, surge, lightning and accidental-damage restoration events.
ConnectCare Site Priority	CC-SITE-PRIORITY	$20 per month	Per eligible site	Priority scheduling and restoration handling for eligible sites. Not an SLA.
ConnectCare Site Critical	CC-SITE-CRITICAL	$40 per month	Per eligible site	Highest restoration priority, escalation and after-hours/weekend response eligibility where

				accepted by UBB. Not an SLA.
ConnectCare Site Public Holiday Add-On	CC-SITE-PUBHOL	$10 per month	Per eligible Critical site	Optional public holiday response eligibility for Critical sites. Christmas Day excluded.

Pricing notes: The pricing in this Product Description uses the updated 2026 pricing supplied by UBB. Website pricing or older internal material should not override the current approved catalogue pricing above.

Term Offer Options

Offer	Term	Action	Upfront	Base MMR	Discount	Offer MMR
ConnectCare Monitor	24m	New connection / Re-sign	$0	$2.50	-	$2.50
ConnectCare Monitor	36m	New connection / Re-sign	$0	$2.50	-	$2.50
ConnectCare Protect	24m	New connection / Re-sign	$0	$5	-	$5
ConnectCare Protect	36m	New connection / Re-sign	$0	$5	-	$5
ConnectCare Protect Plus	24m	New connection / Re-sign	$0	$10	-	$10
ConnectCare Protect Plus	36m	New connection / Re-sign	$0	$10	-	$10
ConnectCare Site Priority	24m	New connection / Re-sign	$0	$20	-	$20
ConnectCare Site Priority	36m	New connection / Re-sign	$0	$20	-	$20
ConnectCare Site Critical	24m	New connection / Re-sign	$0	$40	-	$40
ConnectCare Site Critical	36m	New connection / Re-sign	$0	$40	-	$40
Public Holiday Add-On	24m	New connection / Re-sign	$0	$10	-	$10
Public Holiday Add-On	36m	New connection / Re-sign	$0	$10	-	$10

What Each Option Includes

Area	Monitor	Protect	Protect Plus
Monitoring and visibility	Included where technically supported.	Included.	Included.
Remote diagnostics	Included where management access is available.	Included.	Included.
Warranty administration	Customer manages unless otherwise agreed.	UBB manages approved manufacturer warranty events.	Same as Protect.
Eligible warranty replacement labour	Chargeable.	Included for approved manufacturer warranty failures.	Included for approved manufacturer warranty failures.
Out-of-warranty / surge / lightning / accidental restoration labour	Chargeable.	Chargeable / excluded unless otherwise agreed.	Eligible restoration labour included under plan rules.
Replacement hardware	Chargeable unless covered by manufacturer warranty or agreement.	Chargeable unless covered by manufacturer warranty.	Chargeable unless covered by manufacturer warranty or separate agreement.

Site Response Options

Option	Monthly charge	Purpose	Important limitations
Site Priority	$20/site/month	Priority scheduling and restoration handling for eligible protected sites.	Not an SLA and does not guarantee a response or restoration time. Eligibility must be confirmed before sign-up.
Site Critical	$40/site/month	Enhanced response eligibility, escalation and highest restoration priority for important or critical sites.	Not an SLA. Attendance depends on technician availability, access, safety, weather and operational constraints.
Public Holiday Add-On	+$10/site/month	Optional response eligibility for Critical sites that need public-holiday response pathways.	Available only with Critical. Christmas Day excluded. Additional mobilisation costs may apply.

Set Up Charge and Other Charges

Charge / item	Customer-facing summary
Set-up charge	No standard upfront set-up charge applies to the listed ConnectCare offers. Assessment, adoption, documentation, monitoring activation or non-standard onboarding may be quoted where required.
Travel and mobilisation	ConnectCare does not provide unlimited travel. Monitor travel is chargeable. For qualifying Protect and Protect Plus fault attendance, the first 60 km one-way from the nearest UBB service base may be included, with additional travel charged at $1.15 per kilometre one-way unless the accepted agreement states otherwise.

Replacement hardware	Replacement hardware remains chargeable unless covered by manufacturer warranty or a separate written agreement.
Non-standard work	Complex diagnosis, customer-side issues, third-party faults, misuse, poor access, after-hours work, non-covered devices and non-standard restoration may incur charges.
Site response	Priority, Critical and Public Holiday response options change restoration handling and escalation, but do not remove travel charges, guarantee a response time or replace the per-device ConnectCare tier.

Average Monthly Price

Average Monthly Price is included where mandatory upfront charges make the first 12-month average higher than the advertised monthly charge. The listed ConnectCare offers have $0 standard upfront charge, so the Example Average Monthly Price is the same as the advertised monthly charge. Optional charges, quoted onboarding, travel, hardware and contingent charges are excluded.

Offer	Advertised monthly charge	Mandatory upfront used	Example Average Monthly Price
ConnectCare Monitor	$2.50/month	$0	$2.50 per month
ConnectCare Protect	$5/month	$0	$5 per month
ConnectCare Protect Plus	$10/month	$0	$10 per month
ConnectCare Site Priority	$20/month	$0	$20 per month
ConnectCare Site Critical	$40/month	$0	$40 per month
Public Holiday Add-On	$10/month	$0	$10 per month

Other Information

Item	Information
Minimum Contract Period	ConnectCare Monitor, Protect, Protect Plus, Site Priority, Site Critical and Public Holiday Add-On are offered on 24-month and 36-month terms unless UBB agrees otherwise in writing.
Eligibility and device records	Coverage applies only to approved and recorded devices, services or sites. UBB may require device type, manufacturer/model, serial number, location, ownership, tier, start date, monitoring status and exclusions to be recorded.
Existing equipment	Existing, customer-owned, third-party or legacy equipment may require assessment before acceptance. UBB may decline unsupported, end-of-life, poorly installed, unknown-condition or non-manageable equipment.
Pre-existing faults	ConnectCare does not automatically cover existing faults, existing damage, existing instability or existing performance issues unless UBB specifically accepts this in writing.
Warranty separation	ConnectCare is not a replacement for manufacturer warranty, the 12-month

	workmanship warranty or customer insurance. It provides managed-service benefits according to the selected tier.
Traffic and service dependency	Monitoring and remote diagnostics depend on power, internet connectivity, device supportability, remote access and monitoring platform availability.
Customer responsibilities	Customer must provide safe access, power, permissions, site information and approval for any chargeable labour, travel, hardware or non-standard work.
Notice and cancellation	Cancellation requests must be made by an authorised contact. Fixed-term services may have early termination charges if cancelled before the end of the agreed term.

Early Termination Fee / Service Termination Fee

This section is intended for customer disclosure. UBB should confirm that the displayed fee table matches the customer selected ConnectCare tier, device count, site add-ons, term, managed-service benefits and accepted agreement.

Item	Information
Covered services	This section applies to ConnectCare Monitor, ConnectCare Protect, ConnectCare Protect Plus, Site Priority, Site Critical and Public Holiday Add-On where the customer enters a fixed-term agreement.
12-month equivalent rule	If a 12-month term is used or specifically agreed, UBB may charge the full monthly service price multiplied by the months remaining.
24-month or 36-month terms	For 24-month and 36-month terms, the ETF is calculated using the full monthly service price for months before the final 12 months, and 25% of the monthly service price per remaining month for the final 12 months.
Equipment, access and decommissioning	UBB may remove or disable monitoring, ServicePulse enrolment, remote-management access, secure management/VPN services, remote diagnostics, device visibility and configuration management when ConnectCare ends.
Customer access	During a fixed-term contract, UBB should make the remaining contract term and estimated fee payable at the next invoice date easy to access through the customer portal, invoice, customer support, IVR or another suitable channel.

Service Termination Fee disclosure example - 24-month ConnectCare Protect Plus

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
24	$150.00	12	$30.00
23	$140.00	11	$27.50
22	$130.00	10	$25.00
21	$120.00	9	$22.50

20	$110.00	8	$20.00
19	$100.00	7	$17.50
18	$90.00	6	$15.00
17	$80.00	5	$12.50
16	$70.00	4	$10.00
15	$60.00	3	$7.50
14	$50.00	2	$5.00
13	$40.00	1	$2.50
0	$0.00		

Example based on a $10/month ConnectCare service. Actual charges may vary depending on the selected ConnectCare tier, device count, site add-ons, term, accepted quote and customer agreement.

Service Termination Fee disclosure example - 36-month ConnectCare Site Critical

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
36	$1,080.00	18	$360.00
35	$1,040.00	17	$320.00
34	$1,000.00	16	$280.00
33	$960.00	15	$240.00
32	$920.00	14	$200.00
31	$880.00	13	$160.00
30	$840.00	12	$120.00
29	$800.00	11	$110.00
28	$760.00	10	$100.00
27	$720.00	9	$90.00
26	$680.00	8	$80.00

25	$640.00	7	$70.00
24	$600.00	6	$60.00
23	$560.00	5	$50.00
22	$520.00	4	$40.00
21	$480.00	3	$30.00
20	$440.00	2	$20.00
19	$400.00	1	$10.00
0	$0.00		

Example based on a $40/month ConnectCare service. Actual charges may vary depending on the selected ConnectCare tier, device count, site add-ons, term, accepted quote and customer agreement.

Support Scope and Service Responsibility

Area	Monitor	Protect / Protect Plus	Site Priority / Critical / Public Holiday
Management model	Per-device visibility and remote support.	Per-device support with warranty administration and labour benefits depending on tier.	Site response overlay for eligible sites.
Field labour	Chargeable.	Protect includes approved warranty replacement labour. Protect Plus includes eligible restoration labour under plan rules.	Does not replace the per-device tier; response handling only.
Travel	Chargeable.	Travel entitlement may apply for qualifying Protect/Protect Plus attendance; not unlimited.	Does not automatically remove travel or mobilisation charges.
Best for	Visibility and support context.	Customers wanting warranty support and/or stronger labour assurance.	Important sites needing priority handling or critical response pathways.

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, plus any customer quote or service

	agreement, should be read before sign-up.
Document control	This document should be reviewed and updated whenever ConnectCare pricing, plan inclusions, travel entitlement, workmanship warranty, field-service policy, support platforms, ETF rules or customer terms change.