

Ultimate Broadband

Business Voice - Early Termination Fees

Business Line, Business Phone Starter and Essential

How the early termination fee is calculated

Contract length	Percentage of remaining contracted monthly charges
12 months	100% for contract months 1-12
24 months	100% for contract months 1-12; 25% for contract months 13-24
36 months	100% for contract months 1-12; 50% for contract months 13-24; 25% for contract months 25-36

Tables use the agreed recurring service charge including GST. One-off connection charges, equipment recovery, travel, unpaid balances and usage-based charges are not included. This formula applies only where agreed in the customer contract; earlier contracts can have different terms. An ETF must reflect UBB's reasonable remaining losses arising from early termination.

Contract term must be confirmed: The Business Voice Product Description lists Business Line at \$29, Starter at \$49 and Essential at \$79 per month, but does not specify standard published 12-, 24- or 36-month contract options. The tables below are **conditional illustrations only** and apply only if that contract term and ETF formula are agreed in the customer's accepted quote.

12-month contract - ETF by months remaining

Find the number of full contract months remaining at cancellation. Select the column matching the monthly charge in your accepted service agreement.

Months remaining	Business Line \$29.00/mo	Phone Starter \$49.00/mo	Phone Essential \$79.00/mo
12	\$348.00	\$588.00	\$948.00
11	\$319.00	\$539.00	\$869.00
10	\$290.00	\$490.00	\$790.00
9	\$261.00	\$441.00	\$711.00
8	\$232.00	\$392.00	\$632.00
7	\$203.00	\$343.00	\$553.00
6	\$174.00	\$294.00	\$474.00
5	\$145.00	\$245.00	\$395.00
4	\$116.00	\$196.00	\$316.00
3	\$87.00	\$147.00	\$237.00
2	\$58.00	\$98.00	\$158.00
1	\$29.00	\$49.00	\$79.00
0	\$0.00	\$0.00	\$0.00

24-month contract - ETF by months remaining

Find the number of full contract months remaining at cancellation. Select the column matching the monthly charge in your accepted service agreement.

Months remaining	Business Line \$29.00/mo	Phone Starter \$49.00/mo	Phone Essential \$79.00/mo
24	\$435.00	\$735.00	\$1,185.00
23	\$406.00	\$686.00	\$1,106.00
22	\$377.00	\$637.00	\$1,027.00
21	\$348.00	\$588.00	\$948.00
20	\$319.00	\$539.00	\$869.00
19	\$290.00	\$490.00	\$790.00
18	\$261.00	\$441.00	\$711.00
17	\$232.00	\$392.00	\$632.00
16	\$203.00	\$343.00	\$553.00
15	\$174.00	\$294.00	\$474.00
14	\$145.00	\$245.00	\$395.00
13	\$116.00	\$196.00	\$316.00
12	\$87.00	\$147.00	\$237.00
11	\$79.75	\$134.75	\$217.25
10	\$72.50	\$122.50	\$197.50
9	\$65.25	\$110.25	\$177.75
8	\$58.00	\$98.00	\$158.00
7	\$50.75	\$85.75	\$138.25
6	\$43.50	\$73.50	\$118.50
5	\$36.25	\$61.25	\$98.75
4	\$29.00	\$49.00	\$79.00
3	\$21.75	\$36.75	\$59.25
2	\$14.50	\$24.50	\$39.50
1	\$7.25	\$12.25	\$19.75
0	\$0.00	\$0.00	\$0.00

36-month contract - ETF by months remaining

Find the number of full contract months remaining at cancellation. Select the column matching the monthly charge in your accepted service agreement.

Months remaining	Business Line \$29.00/mo	Phone Starter \$49.00/mo	Phone Essential \$79.00/mo
36	\$609.00	\$1,029.00	\$1,659.00
35	\$580.00	\$980.00	\$1,580.00
34	\$551.00	\$931.00	\$1,501.00
33	\$522.00	\$882.00	\$1,422.00

Months remaining	Business Line \$29.00/mo	Phone Starter \$49.00/mo	Phone Essential \$79.00/mo
32	\$493.00	\$833.00	\$1,343.00
31	\$464.00	\$784.00	\$1,264.00
30	\$435.00	\$735.00	\$1,185.00
29	\$406.00	\$686.00	\$1,106.00
28	\$377.00	\$637.00	\$1,027.00
27	\$348.00	\$588.00	\$948.00
26	\$319.00	\$539.00	\$869.00
25	\$290.00	\$490.00	\$790.00
24	\$261.00	\$441.00	\$711.00
23	\$246.50	\$416.50	\$671.50
22	\$232.00	\$392.00	\$632.00
21	\$217.50	\$367.50	\$592.50
20	\$203.00	\$343.00	\$553.00
19	\$188.50	\$318.50	\$513.50
18	\$174.00	\$294.00	\$474.00
17	\$159.50	\$269.50	\$434.50
16	\$145.00	\$245.00	\$395.00
15	\$130.50	\$220.50	\$355.50
14	\$116.00	\$196.00	\$316.00
13	\$101.50	\$171.50	\$276.50
12	\$87.00	\$147.00	\$237.00
11	\$79.75	\$134.75	\$217.25
10	\$72.50	\$122.50	\$197.50
9	\$65.25	\$110.25	\$177.75
8	\$58.00	\$98.00	\$158.00
7	\$50.75	\$85.75	\$138.25
6	\$43.50	\$73.50	\$118.50
5	\$36.25	\$61.25	\$98.75
4	\$29.00	\$49.00	\$79.00
3	\$21.75	\$36.75	\$59.25
2	\$14.50	\$24.50	\$39.50
1	\$7.25	\$12.25	\$19.75
0	\$0.00	\$0.00	\$0.00

Connect Voice Custom and additional services

Custom voice systems, deployment benefits, handsets, licences, Premium Care, call packs and other services can have separate negotiated terms. Their ETF values cannot be calculated reliably from the standard monthly plan prices alone. Include an individualised schedule where a fixed-term ETF is agreed.

Important: These public illustrations do not replace your accepted service agreement or an itemised cancellation quote. Contact UBB for the remaining contract term and ETF payable at the next invoice date. No ETF applies after the agreed fixed term finishes.