

Ultimate Broadband

Ultimate Mobile - Termination Fees

Standard residential mobile plans and companion services

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.

No standard fixed-term ETF: The supplied Ultimate Mobile Product Description lists all four residential mobile services as open-term / 1-month plans. Accordingly, there is no 12-, 24- or 36-month ETF schedule for those standard plans.

Standard mobile plan ETF status

Plan	Monthly incl GST	Term	Early termination fee
Ultimate Mobile 1.5GB	\$20.00	Open term	No standard ETF
Ultimate Mobile 6GB	\$50.00	Open term	No standard ETF
Ultimate Mobile 50GB	\$70.00	Open term	No standard ETF
Companion 50GB	\$35.00 per user	Open term	No standard ETF

Separate fixed-term or device agreements

If UBB separately offers a fixed-term mobile, promotional or financed-device arrangement, its specific agreed term, monthly charge, benefits and termination provisions must be disclosed before acceptance. The applicable offer must have its own ETF illustration where an ETF lawfully applies. Do not apply the percentage tables to ordinary open-term mobile plans.

The customer may still owe outstanding usage, roaming charges, device finance or applicable notice-period charges under their agreement. These are not described as an ETF on the listed open-term mobile plans.

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.