

Ultimate Broadband

Failover & Resilience Broadband Plans Product Description

4G/5G Backup Starter | 4G/5G Backup 25 | 4G/5G Backup Unlimited

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This Product Description is a summary of UBB 4G/5G Backup and resilience broadband plans. It should be read together with UBB full terms and conditions and any accepted quote, order or service agreement. All prices are inclusive of GST unless stated otherwise. Final availability, mobile coverage, service address eligibility, hardware, setup, data allowance, contract term, travel and non-standard charges are confirmed before sign-up.

Service Overview

Service Description	UBB 4G/5G Backup is a backup broadband service designed to help keep essential services online when a primary internet connection is unavailable. It uses mobile broadband coverage and suitable backup equipment to provide a secondary connection path. The service can be supplied as a simple backup service or as part of a broader managed resilience design.
Availability	Available only where UBB can provide suitable 4G/5G coverage, equipment location, power and configuration at the service address. Performance and availability depend on mobile coverage, signal quality, router location, building materials, network loading, power availability and whether an external antenna or professional setup is required. UBB will confirm suitability before sign-up.

Standard Service Charge

Plan	Speed profile	Standard monthly charge	Data allowance	Plan summary
4G/5G Backup Starter	100 / 20 Mbps*	\$19 per month	2GB backup data	Entry-level backup option for essential devices and very light continuity use.
4G/5G Backup 25	100 / 20 Mbps*	\$39 per month	25GB backup data	Practical backup option for homes or businesses wanting more data during short outages.
4G/5G Backup Unlimited	100 / 20 Mbps*	\$79 per month	Unlimited backup data. Fair Use Policy applies.	Higher-use backup option where the customer wants stronger continuity during outages.

*Speed profile is indicative only and not guaranteed. Actual performance depends on coverage, signal quality, router configuration, mobile network conditions, equipment, power and the capacity of the backup path.

Additional Data Charges

Included data	4G/5G Backup Starter includes 2GB backup data. 4G/5G Backup 25 includes 25GB backup data. 4G/5G Backup Unlimited includes unlimited backup data subject to Fair Use Policy and service restrictions.
Usage above included allowance	For capped backup plans, any behaviour after the included allowance is reached - such as speed restriction, additional data purchase, suspension or other usage management - must be confirmed in the customer agreement before sign-up.
No guarantee of primary-service replacement	Backup services are designed for continuity and reduced disruption. Unless specifically quoted, they are not intended to replace the primary connection at full capacity during an outage. Customers should tell UBB what must remain online so the backup service can be sized appropriately.

Set Up Charge

Plan	Standard setup or hardware options	Contract options / notes
4G/5G Backup Starter	\$0 upfront for eligible 12-month and 24-month Standard Subsidised new connection and re-sign offers.	12 or 24-month fixed term. Equipment, SIM, configuration and eligibility are confirmed before sign-up.
4G/5G Backup 25	\$0 upfront for eligible 12-month and 24-month Standard Subsidised new connection and re-sign offers.	12 or 24-month fixed term. Equipment, SIM, configuration and eligibility are confirmed before sign-up.
4G/5G Backup Unlimited	\$0 upfront for eligible 12-month and 24-month Standard Subsidised new connection and re-sign offers.	12 or 24-month fixed term. Equipment, SIM, configuration and eligibility are confirmed before sign-up.

Other Charges

Travel and non-standard work	Travel, external antennas, additional labour, additional technicians, special mounts, roof access, extra cabling, after-hours work, return visits and complex configuration may incur additional charges. Charges should be quoted or confirmed before work proceeds.
Primary-service charges	4G/5G Backup pricing is separate from the customer primary broadband service unless a quote or service agreement states otherwise. Primary service charges continue to apply.
Voice, EFTPOS, alarms and cloud services	Services that rely on broadband may need additional configuration, testing, UPS power or specialist advice to work correctly during failover. Third-party service charges are not included unless stated in the quote.
Managed support and monitoring	ConnectCare, ServicePulse, device monitoring and managed network support may be included or added depending on the selected design and service agreement.

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. The examples below use \$0 mandatory upfront charge, so the Average Monthly Price equals the advertised monthly charge.			
Example plan / setup pathway	Advertised monthly charge	Mandatory charge used in example	Example Average Monthly Price
4G/5G Backup Starter - 12 or 24-month Standard Subsidised	\$19 per month	\$0 mandatory upfront charge	\$19.00 per month
4G/5G Backup 25 - 12 or 24-month Standard Subsidised	\$39 per month	\$0 mandatory upfront charge	\$39.00 per month
4G/5G Backup Unlimited - 12 or 24-month Standard Subsidised	\$79 per month	\$0 mandatory upfront charge	\$79.00 per month

Broadband Performance Information

Performance	Failover performance can be affected by the mobile network, signal quality, coverage, router configuration, power availability, customer equipment, time of day, network conditions and the capacity of the backup path. Backup performance may be lower than the primary service.
Speed information	The plan speed profile is 100/20 Mbps where available, but speeds are not guaranteed. 4G/5G performance varies by coverage, loading, installation, indoor signal conditions and environmental factors. UBB will recommend a solution based on what the customer needs to keep online during an outage.

Access Type

Plan	Access type	Notes
4G/5G Backup Starter	Mobile broadband	Uses mobile network coverage and suitable backup equipment. Designed for essential light backup use.
4G/5G Backup 25	Mobile broadband	Uses mobile network coverage and suitable backup equipment. Designed for short outage continuity with a larger backup allowance.
4G/5G Backup Unlimited	Mobile broadband	Uses mobile network coverage and suitable backup equipment. Designed for higher-use backup scenarios, subject to fair use and coverage limitations.

Other Information

Minimum Contract Period	4G/5G Backup plans may be available on 12-month or 24-month fixed terms depending on the offer, service address, new connection/re-sign status, equipment and selected setup pathway. The applicable term will be confirmed before sign-up.
Early Termination Fee	An Early Termination Fee or Service Termination Fee may apply if a fixed-term failover or resilience 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	Fixed-term services require notice and may have early termination charges if still in contract. The notice period will be confirmed in the customer agreement.
Other Requirements	Customer must provide safe access, power, suitable equipment location, approval for installation work and accurate information about what needs to stay online. Backup services may require customer approval to make router, network, device or failover configuration changes.
Traffic Management	Traffic management may be used to prioritise essential services, manage limited backup capacity, or protect network performance during failover. Some designs may restrict non-essential traffic while operating on backup.
Service Restrictions	Some service restrictions may apply, including Carrier Grade NAT, blocked traffic, limited inbound access, data allowances, speed limits during failover, or restrictions required for lawful, security or network management purposes. Static IP, port forwarding or VPN options may require a managed design.
Fair Use	UBB Fair Use Policy applies where relevant. Backup services should be used for reasonable continuity and may not be suitable for continuous high-volume primary-service replacement unless quoted for that purpose.
Effects on other services	Failover services require mains power and working customer equipment. If power is unavailable, broadband and services that rely on it - such as voice, EFTPOS, cloud applications, cameras, monitored alarms, payTV on demand and smart devices - may stop working unless the customer has suitable backup power and configuration. 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 backup service, contract term, promotional benefits, setup option and any subsidised or rental equipment supplied to that customer.	
Covered services	This ETF section applies to fixed-term 4G/5G Backup services where the customer enters a contract for a backup path, subsidised equipment, subsidised setup or related managed service.
First 12 months	For a 12-month contract, the Service Termination Fee is calculated as the monthly plan charge multiplied by the number of months remaining in the fixed term. For a 24-month contract, any months remaining before the final 12 months of the term are calculated at

	the full monthly plan charge.
Final 12 months of a 24-month contract	For the final 12 months of a 24-month contract, the Service Termination Fee is calculated at 25% of the monthly plan charge for each remaining month. The fee reduces each month and reaches \$0 when the fixed term is completed.
Equipment and promotions	Rental, UBB-owned 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 examples - 12-month contract

Months remaining	Starter \$19/month	Backup 25 \$39/month	Unlimited \$79/month
12	\$228.00	\$468.00	\$948.00
11	\$209.00	\$429.00	\$869.00
10	\$190.00	\$390.00	\$790.00
9	\$171.00	\$351.00	\$711.00
8	\$152.00	\$312.00	\$632.00
7	\$133.00	\$273.00	\$553.00
6	\$114.00	\$234.00	\$474.00
5	\$95.00	\$195.00	\$395.00
4	\$76.00	\$156.00	\$316.00
3	\$57.00	\$117.00	\$237.00
2	\$38.00	\$78.00	\$158.00
1	\$19.00	\$39.00	\$79.00
0	\$0.00	\$0.00	\$0.00

Examples assume the customer cancels during a 12-month contract and the Service Termination Fee is calculated as the full monthly plan charge for each month remaining through to the end of the fixed term. Actual charges may vary depending on the customer agreement, equipment, promotions and selected setup.

ETF disclosure examples - 24-month contract

Months remaining	Starter \$19/month	Backup 25 \$39/month	Unlimited \$79/month
24	\$285.00	\$585.00	\$1,185.00
23	\$266.00	\$546.00	\$1,106.00
22	\$247.00	\$507.00	\$1,027.00
21	\$228.00	\$468.00	\$948.00
20	\$209.00	\$429.00	\$869.00
19	\$190.00	\$390.00	\$790.00
18	\$171.00	\$351.00	\$711.00
17	\$152.00	\$312.00	\$632.00
16	\$133.00	\$273.00	\$553.00
15	\$114.00	\$234.00	\$474.00
14	\$95.00	\$195.00	\$395.00
13	\$76.00	\$156.00	\$316.00
12	\$57.00	\$117.00	\$237.00
11	\$52.25	\$107.25	\$217.25
10	\$47.50	\$97.50	\$197.50
9	\$42.75	\$87.75	\$177.75
8	\$38.00	\$78.00	\$158.00
7	\$33.25	\$68.25	\$138.25
6	\$28.50	\$58.50	\$118.50
5	\$23.75	\$48.75	\$98.75
4	\$19.00	\$39.00	\$79.00
3	\$14.25	\$29.25	\$59.25
2	\$9.50	\$19.50	\$39.50

Months remaining	Starter \$19/month	Backup 25 \$39/month	Unlimited \$79/month
1	\$4.75	\$9.75	\$19.75
0	\$0.00	\$0.00	\$0.00

Examples assume the customer cancels during 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. No Service Termination Fee applies once the fixed-term contract has been completed. Equipment recovery, travel, missing equipment, damaged equipment, unpaid invoices, rental equipment charges and non-standard removal costs may apply separately.

Support Scope and Service Responsibility

Area	4G/5G Backup plans	Managed failover / resilience design
Management model	Backup mobile broadband service supplied for the site.	Managed multi-path design with stronger configuration, monitoring and support scope where selected.
Automatic failover	Available depending on equipment and selected design.	Designed and configured as part of the managed solution where suitable.
Installation	May be plug-in, simple setup or quoted installation depending on service type.	Professional setup, testing and handover as quoted.
Monitoring	May be limited unless ServicePulse, StarCare or ConnectCare is included.	Monitoring and managed support may be included depending on selected service level.
Power protection	Customer responsibility unless UPS or power resilience is quoted.	UPS, power monitoring or resilience options can be included where required.
Support scope	Support for the UBB-supplied service and equipment. Third-party service limitations may apply.	Broader service ownership across selected connectivity paths and supported equipment.

Complaints, Disputes and Terms

This Product Description is a summary only. Full UBB terms and conditions are available on the UBB website and should be read before sign-up. Information about complaints is available through UBB customer support and the UBB website. Eligible telecommunications disputes may be raised through the Telecommunications Dispute Resolution scheme at www.tdr.org.nz, if applicable.