

Ultimate Broadband

FarmConnect Managed Farm Connectivity Product Description

Wireless-backed FarmConnect | Fibre-backed FarmConnect | Hybrid FarmConnect | Managed Endpoints

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This Product Description is a summary of UBB FarmConnect managed farm connectivity options. It should be read together with UBB full terms and conditions and the customer proposal/service agreement. All prices are inclusive of GST unless stated otherwise. Final availability, connectivity mix, managed endpoints, installation scope, hardware, contract term, monthly charges and any non-standard charges are confirmed before sign-up.

Service Overview

Service Description	FarmConnect is a managed whole-farm or multi-property connectivity platform. It brings together internet connectivity, farm-wide networking, Wi-Fi, resilience, monitoring, security, remote systems, IoT, ServicePulse and ongoing engineering support into one professionally designed and managed solution. FarmConnect is not a standard standalone broadband plan; it is a designed managed connectivity package.
Availability	Available where UBB can design and deliver a suitable managed connectivity solution for the property. FarmConnect may use UBB Wireless, fibre, Starlink, 4G/5G, third-party providers or a hybrid mix depending on location, coverage, capacity requirements, carrier lead times and site suitability. Final availability is confirmed after a farm connectivity review and engineering assessment.

Standard Service Charge

Package / option	Indicative monthly charge	Typical application	Plan summary
Wireless-backed FarmConnect	From \$149 per month	Managed wireless backbone	Best where UBB Wireless can provide the main connection or backbone for the property. Includes managed routing and monitoring, farm-wide network design, managed endpoint options and resilience options where required.
Fibre-backed FarmConnect	From \$199 per month	Managed fibre backbone	Best where fibre can anchor the main farm network and support higher capacity. Includes fibre-based primary connectivity, managed networking/routing and optional Starlink, wireless or 4G/5G backup.
Hybrid FarmConnect	Quoted after design	Multi-carrier or multi-property solution	Best for larger farms, multi-property operations or critical sites needing multiple connections, failover, active-active routing, repeaters, remote sites, Starlink, wireless, fibre or 4G/5G combinations.

Pricing notes: FarmConnect pricing is indicative only until the engineering review is completed. Final pricing depends on property size, number of buildings, carrier selection, infrastructure, capacity requirements, resilience, endpoint count, installation scope, existing equipment and customer-selected commercial model.

Managed Endpoint Services

Endpoint option	Indicative monthly charge	Typical use	Summary
Standard managed endpoint	From \$19 per month	Homes, sheds, cameras or remote equipment	Managed endpoint option with monitoring, remote management, ConnectCare/ServicePulse support and device management where applicable.
Enhanced managed endpoint	From \$29 per month	Higher-dependency endpoints	Enhanced monitoring, management and support option for locations or devices that need stronger operational visibility and support.

Additional Data Charges

Additional Data	FarmConnect may use different underlying internet services, such as wireless, fibre, Starlink or mobile broadband. Data allowances, usage rules, fair use rules, shaping, excess data, backup data and third-party provider charges depend on the underlying service selected and will be confirmed in the customer proposal. Some FarmConnect packages may use unlimited primary connectivity while backup or mobile services may have separate data allowances or usage charges.
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Set Up Charge

Area	Setup / project charge treatment	Notes
Farm connectivity review	Quoted or confirmed before work proceeds	UBB reviews the property layout, current services, coverage gaps, buildings, critical systems, existing equipment, resilience requirements and future growth needs.
Engineering design	Included in proposal or quoted separately where required	FarmConnect is individually engineered. Design may include routing, switching, Wi-Fi, wireless links, fibre, Starlink, 4G/5G, monitoring, security, CCTV, IoT and power systems.
Installation and commissioning	Quoted after design	Installation, cabling, mounting, equipment deployment, configuration, testing, commissioning, documentation and customer handover are confirmed in the final proposal.
Custom infrastructure	POA / quoted	Repeaters, remote sites, towers, solar/battery systems, point-to-point links, cabinets, structured cabling, CCTV, IoT and other infrastructure are quoted based on the design.
Typical delivery	Approximately 3 to 4 weeks	Timing depends on carrier lead times, equipment availability, weather, property access and project complexity.

Other Charges

Connectivity providers	Third-party carrier charges, connection charges, installation charges, Starlink costs, fibre network charges, mobile broadband costs or other provider charges may apply where those services are part of the FarmConnect design.
Non-standard work	Additional labour, travel, trenching, civil works, non-standard mounting, extra cabling, additional technicians, site access requirements, after-hours work, equipment relocation and return visits may incur charges. Charges should be quoted or confirmed before work proceeds.

Optional add-ons	Optional services may include CCTV, security, hosted voice, outdoor Wi-Fi, point-to-point wireless, IoT, telemetry, water/pump monitoring, solar/battery monitoring, backup connectivity, secure remote access and additional managed endpoints.
Travel	Travel charges may apply for site reviews, installation, support visits, recovery work, relocation or non-warranty work. Travel should be confirmed before the visit where practical.

Average Monthly Price

FarmConnect is generally quoted after design. Where the advertised monthly price is different to the 12-month average monthly price because mandatory upfront charges, initial discounts or contract benefits apply, UBB should confirm the applicable Average Monthly Price before sign-up. Optional charges, postage/courier and contingent charges are excluded from the average monthly price calculation.

Example package / pathway	Advertised monthly charge	Mandatory charge used in example	Example Average Monthly Price
Wireless-backed FarmConnect starting package	\$149 per month	\$0 mandatory upfront charge in this example	\$149.00 per month
Fibre-backed FarmConnect starting package	\$199 per month	\$0 mandatory upfront charge in this example	\$199.00 per month
Hybrid FarmConnect	Quoted after design	Confirmed in final customer proposal	Confirmed before sign-up
Managed endpoints	From \$19 or \$29 per month	Confirmed in final customer proposal	Confirmed before sign-up

Broadband Performance Information

Performance	FarmConnect performance depends on the final connectivity design, underlying carriers, coverage, line-of-sight, fibre availability, Starlink conditions, mobile signal, site layout, Wi-Fi design, connected devices, traffic load, time of day, weather and network conditions. See Measuring Broadband NZ for independent information on broadband performance across different providers, services and technologies.
Speed information	FarmConnect does not have one standard speed profile. Typical backbone options may include managed wireless, fibre, Starlink, 4G/5G, dedicated fibre or hybrid combinations. Capacity can range from approximately 100 Mbps through to multi-gigabit or dedicated services depending on the final design, service address and provider availability. Speeds are confirmed in the customer proposal.

Access Type

Package / option	Access type	Notes
Wireless-backed FarmConnect	Managed wireless / hybrid	Uses UBB Wireless or another suitable wireless backbone where coverage and tower capacity are available.
Fibre-backed FarmConnect	Fibre / managed network	Uses fibre where available as the primary backbone, with optional wireless, Starlink or 4G/5G resilience.
Hybrid FarmConnect	Multi-WAN / multi-carrier	May combine fibre, wireless, Starlink, mobile broadband, point-to-point links, private networking or third-party services.
Managed endpoints	Managed LAN / Wi-Fi / remote site connectivity	Endpoints may be connected through Ethernet, Wi-Fi, wireless links, fibre, Starlink, 4G/5G or another designed path.

Other Information

Minimum Contract Period	FarmConnect is typically supplied on a 24-month agreement. Longer terms may apply for subsidised infrastructure, custom commercial arrangements, dedicated carrier services or large deployments. The applicable term is confirmed in the customer proposal and service agreement.
Early Termination Fee	An Early Termination Fee or Service Termination Fee may apply if a fixed-term FarmConnect service is cancelled before the end of the contract term. The applicable ETF, carrier obligations, infrastructure recovery costs and any equipment return requirements should be disclosed in the customer proposal before sign-up.
Notice Period	Notice requirements will be confirmed in the customer proposal and UBB terms. Open-term or completed-term services may still require written notice before closure. Fixed-term services may have early termination charges if still in contract.
Other Requirements	Customer must provide safe access, power, permissions, property information and suitable locations for equipment. Where equipment is installed on property not owned by the customer, customer must ensure relevant owner approval is obtained.
Traffic Management	Traffic management, prioritisation, failover, load balancing, policy-based routing and quality-of-service rules may be used to manage performance, resilience and business-critical traffic across the FarmConnect environment.
Service Restrictions	Restrictions may apply for lawful, security, anti-spam, carrier, IP addressing, CG-NAT, remote access, network protection or provider-specific reasons. Some third-party services may have their own restrictions.
Fair Use	UBB Fair Use Policy and any underlying carrier fair use or usage policy may apply. Backup, mobile and satellite services may have separate usage, priority or performance conditions.
Effects on other services	FarmConnect may support services such as voice, CCTV, alarms, EFTPOS, telemetry, irrigation and smart farm systems. These services may rely on mains power, customer equipment and the availability of the designed connectivity path. Customers should consider backup power and backup connectivity for critical systems.

Early Termination Fee / Service Termination Fee

This section is intended for customer disclosure. FarmConnect is custom-designed, so the final ETF table must match the customer proposal, contract term, carrier obligations, subsidised infrastructure, promotional benefits, managed endpoints and any rental or customer-owned equipment supplied to that customer.	
Covered services	This ETF section applies where the customer enters a fixed-term FarmConnect agreement, including Wireless-backed FarmConnect, Fibre-backed FarmConnect, Hybrid FarmConnect, managed endpoints or subsidised infrastructure.
How ETF is calculated	For UBB monthly-service ETF calculations, the fee reduces as the customer approaches the end of the contract. For a 12-month term, the fee is the full monthly service charge multiplied by the months remaining. For 24-month or longer terms, months before the final 12 months are calculated at the full monthly service charge, and the final 12 months are calculated at 25% of the monthly service charge for each month remaining. Carrier obligations, subsidised infrastructure, equipment recovery, installation subsidies or customer-specific proposal items may

	apply separately where disclosed in the customer proposal.
Carrier obligations	Where the FarmConnect design includes a third-party carrier or wholesale service, early termination may also trigger provider-specific charges. These should be disclosed in the customer proposal where known and may be separate from the UBB monthly-service ETF calculation.
Equipment and infrastructure	Customer-owned infrastructure may remain with the customer once paid for. Rental, UBB-owned, subsidised or managed equipment may need to be returned or made available for recovery. Non-returned, incomplete or damaged equipment may be charged at replacement or recovery cost.
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 - 24-month contract

Months remaining	Example ETF	Months remaining	Example ETF
24	\$2,235.00	12	\$447.00
23	\$2,086.00	11	\$409.75
22	\$1,937.00	10	\$372.50
21	\$1,788.00	9	\$335.25
20	\$1,639.00	8	\$298.00
19	\$1,490.00	7	\$260.75
18	\$1,341.00	6	\$223.50
17	\$1,192.00	5	\$186.25
16	\$1,043.00	4	\$149.00
15	\$894.00	3	\$111.75
14	\$745.00	2	\$74.50
13	\$596.00	1	\$37.25
0	\$0.00		

Example based on a \$149/month FarmConnect starting package. Actual charges may vary depending on the customer proposal, monthly charge, contract term, carrier obligations, infrastructure subsidies, equipment ownership, managed endpoints and customer agreement.

Support Scope and Service Responsibility

Area	Wireless-backed FarmConnect	Fibre-backed FarmConnect	Hybrid FarmConnect / Endpoints
Management model	Managed wireless-backed farm platform	Managed fibre-backed farm platform	Custom multi-carrier or endpoint managed platform
Engineering design	Included as part of the FarmConnect design process	Included as part of the FarmConnect design process	Included and tailored to the full site/endpoint requirement
Monitoring	ServicePulse/ConnectCare monitoring where available	ServicePulse/ConnectCare monitoring where available	ServicePulse/ConnectCare monitoring for selected endpoints and infrastructure
Resilience	Optional wireless, Starlink, fibre or 4G/5G backup	Optional Starlink, wireless or 4G/5G backup	Designed as required, including failover, active-active routing or multiple carriers
Onsite installation	Quoted and included in project scope	Quoted and included in project scope	Quoted and included in project scope
Support boundary	FarmConnect managed environment and included components	FarmConnect managed environment and included components	Defined in proposal for managed endpoints, carriers and infrastructure
Third-party services	Integrated where suitable, provider terms still apply	Integrated where suitable, provider terms still apply	Integrated where suitable, provider terms still apply

Complaints, Disputes and Terms

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 the customer proposal and service agreement, should be read before sign-up.
Document control	This document should be reviewed and updated whenever FarmConnect package pricing, endpoint charges, setup charges, contract terms, ETF rules, managed services, provider availability or support scope changes.
Publishing checklist: link this PDF from the FarmConnect web page and from any FarmConnect package cards or proposal pages. Present the Product Description before sign-up across online, phone, in-person and proposal channels. Keep a copy of this document, screenshots and approvals in the compliance evidence folder.	