Ultimate Broadband

Home Fibre Broadband Plans

Product Description

Home Fibre Starter | Home Fibre 500 | Home Fibre 900

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This Product Description is a summary of UBB Home Fibre Broadband plans. 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 availability, fibre network, speed profile, contract term, hardware pathway, setup charge and any non-standard charges are confirmed before sign-up.

Service Overview

Service Description	UBB Home Fibre is a residential fibre broadband service with unlimited data unless a specific plan states otherwise. The current Home Fibre range includes Starter, 500 and 900 speed options, with standard subsidised and BYOD pathways on eligible plans. These plans are designed for residential fibre customers who want clear monthly pricing and flexible contract options.
Availability	Available only where fibre is available at the service address and where UBB can provision the service through the relevant fibre network provider, such as Chorus, Enable, EA Networks or another Local Fibre Company. Plan availability, speed profiles, upload speeds, contract terms and EA-only variants can vary by address and network provider. UBB will confirm availability before provisioning.

Standard Service Charge

Plan	Speed profile	Base monthly charge	Available offer monthly charge	Monthly data allowance / notes
Home Fibre Starter	100 / 20 Mbps	$70 per month	$70 per month	Unlimited data. Fair Use Policy applies.
Home Fibre Starter EA	100 / 20 Mbps	$80 per month	$80 per month	Unlimited data. Fair Use Policy applies. EA variant.
Home Fibre Starter 100GB EA	100 / 20 Mbps	$70 per month	$70 per month	100GB monthly data allowance. Availability and any additional usage rules should be confirmed before sign-up.
Home Fibre 500	500 / 100 Mbps	$95 per month	$95 standard or $90 BYOD	Unlimited data. Fair Use Policy applies.
Home Fibre 500 EA	500 / 100 Mbps	$90 per month	$90 per month	Unlimited data. Fair Use Policy applies. EA Fibre only, 24-month terms.
Home Fibre 900	900 / 500 Mbps	$115 per month	$115 standard or $110 BYOD / eligible 24-month re-sign offer	Unlimited data. Fair Use Policy applies.

Pricing notes: BYOD pricing applies only where the customer uses an approved compatible router and UBB confirms the BYOD pathway before sign-up. EA-only plans are available only where the service address is in the applicable EA fibre footprint and the stated term is available.

Additional Data Charges

Additional Data	Most Home Fibre plans listed in this Product Description include unlimited data. The Home Fibre Starter 100GB EA plan is a capped

	variant with a 100GB monthly allowance. Any additional usage, speed restriction or upgrade options for capped variants should be confirmed before sign-up. Optional mobile, voice, backup or other add-on services may have their own allowances and usage charges.

Set Up Charge and Contract Offers

Plan	Term	Offer pathway	New connection upfront	Re-sign upfront	Offer MMR / notes
Home Fibre Starter	12m	Standard Subsidised	$99	$99	$70 per month
Home Fibre Starter	24m	Standard Subsidised	$0	$0	$70 per month
Home Fibre Starter EA	12m	Standard Subsidised	$99	$99	$80 per month
Home Fibre Starter EA	24m	Standard Subsidised	$0	$0	$80 per month
Home Fibre Starter 100GB EA	12m	Standard Subsidised	$199	N/A	$70 per month
Home Fibre Starter 100GB EA	24m	Standard Subsidised	$99	N/A	$70 per month
Home Fibre 500	12m	Standard Subsidised	$0	$0	$95 per month
Home Fibre 500	12m	BYOD	$0	$0	$90 per month
Home Fibre 500	24m	Standard Subsidised	$0	$0	$95 per month
Home Fibre 500	24m	BYOD	$0	$0	$90 per month
Home Fibre 500 EA	24m	Standard Subsidised	$0	$0	$90 per month. EA Fibre only.
Home Fibre 900	12m	Standard Subsidised	$0	$0	$115 per month
Home Fibre 900	12m	BYOD	$0	N/A	$110 per month
Home Fibre 900	24m	Standard Subsidised	$0	$0	$115 per month new connection / $110 per month eligible re-sign
Home Fibre 900	24m	BYOD	$0	$0	$110 per month

Setup and offer notes: Standard subsidised and BYOD pathways depend on service address, new connection or re-sign status, network provider and UBB approval. BYOD customers are responsible for using compatible equipment and may receive limited support for customer-owned equipment. Any courier, technician visit, non-standard setup, cabling, travel, voice, mobile, backup or managed service add-ons may cost more and should be confirmed before work proceeds.

Other Charges

Static IP	Public static IP may be available as an optional add-on and should be confirmed before sign-up.
Backup / resilience	Optional 4G/5G backup, StarCare, UBB Wireless backup or other resilience services may be available at additional monthly and setup pricing. Backup is designed for continuity, not primary usage.
Non-standard work	Additional labour, materials, patching, structured cabling, additional technicians, extra Wi-Fi coverage, equipment relocation, travel, after-hours work and return visits may incur charges. Charges should be quoted or confirmed before work proceeds.
Phone and mobile add-ons	Optional home phone, mobile and other add-on services may be billed separately and may have separate hardware, setup, usage, bundle or early termination terms.

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. If a customer selects a different setup, hardware or contract option, UBB should confirm the applicable Average Monthly Price before sign-up.

Example plan / setup pathway	Advertised monthly charge	Mandatory charge used in example	Example Average Monthly Price
Home Fibre Starter - 12-month Standard Subsidised	$70 per month	$99 upfront	$78.25 per month
Home Fibre Starter - 24-month Standard Subsidised	$70 per month	$0 upfront	$70.00 per month
Home Fibre Starter EA - 12-month Standard Subsidised	$80 per month	$99 upfront	$88.25 per month
Home Fibre Starter EA - 24-month Standard Subsidised	$80 per month	$0 upfront	$80.00 per month
Home Fibre Starter 100GB EA - 12-month Standard Subsidised	$70 per month	$199 upfront	$86.58 per month
Home Fibre Starter 100GB EA - 24-month Standard Subsidised	$70 per month	$99 upfront	$78.25 per month
Home Fibre 500 - Standard Subsidised	$95 per month	$0 upfront	$95.00 per month
Home Fibre 500 - BYOD	$90 per month	$0 upfront	$90.00 per month
Home Fibre 500 EA - 24-month Standard Subsidised	$90 per month	$0 upfront	$90.00 per month
Home Fibre 900 - Standard Subsidised	$115 per month	$0 upfront	$115.00 per month
Home Fibre 900 - BYOD / eligible discounted offer	$110 per month	$0 upfront	$110.00 per month

Broadband Performance Information

Performance	Broadband performance can be affected by the fibre network provider, service address, in-home Wi-Fi, customer devices, server location, time of day and network conditions. See Measuring Broadband NZ for independent information on broadband performance across different providers, services and technologies.
Speed information	Home Fibre services are generally asymmetric, meaning download and upload speeds are different. Typical Home Fibre speed profiles listed in this document are 100/20 Mbps, 500/100 Mbps and 900/500 Mbps. Available upload speeds and plan availability are determined by wholesale fibre products and may vary by location and network provider.

Access Type

Plan	Access type	Notes
Home Fibre Starter / Starter EA / Starter 100GB EA	Fibre	Residential fibre service, subject to address and network availability.
Home Fibre 500 / 500 EA	Fibre	Residential fibre service, subject to address and network availability. EA variant available only where confirmed.
Home Fibre 900	Fibre	Residential fibre service, subject to address and network availability.

Other Information

Minimum Contract Period	Home Fibre plans may be available on 12-month or 24-month terms depending on the plan, network provider, new connection/re-sign status and selected setup or BYOD pathway. Home Fibre 500 EA is available on EA Fibre 24-month terms only. Contract term will be confirmed before sign-up.
Early Termination Fee	An Early Termination Fee or Service Termination Fee may apply if a fixed-term fibre 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	Open-term services, where available, generally require notice after any applicable minimum activation period. Fixed-term services generally require notice to close the account and early termination charges may apply if the service is still in contract. The applicable notice period should be confirmed in the customer terms or accepted service agreement.
Other Requirements	Services are available only at the authorised service address. Customer must provide access, power and safe working conditions where installation or technician work is required. Fibre plan availability, speeds and network-specific terms depend on the Local Fibre Company and service address.
Traffic Management	A traffic management policy may be in place which can influence broadband performance at busy times or during network management events. See UBB terms and traffic management information for more details.
Service Restrictions	Some service restrictions may apply. These may include use of Carrier Grade NAT, blocking of certain traffic for security or anti-spam reasons, or other restrictions required for lawful, security or network management purposes. Static IP or routed services may be available depending on the selected plan and technical requirements.
Fair Use	UBB Fair Use Policy applies to unlimited broadband and calling plans. See UBB terms and conditions for the current Fair Use Policy.
Effects on other services	Fibre broadband requires mains power and working customer equipment. If power is unavailable, broadband and services that rely on it - such as voice, medical alarms, monitored security alarms, EFTPOS, payTV on demand and smart devices - may stop working unless the customer has suitable backup power or backup connectivity. 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 contract, fibre network provider, promotional benefits, setup option and any subsidised or rental equipment supplied to that customer.

Covered services	This ETF section applies to Home Fibre Starter, Home Fibre 500 and Home Fibre 900 plans where the customer enters a fixed-term agreement.
First 12 months	If a fibre service is cancelled or disconnected within the first 12 months, UBB may charge the full monthly service charge for every month

	remaining within the first 12 months. EA Networks services may require immediate payment before termination proceeds.
24-month contract after month 12	For a 24-month contract, once the service reaches the final 12 months of the contract, UBB may charge 25% of the monthly service charge for each remaining month, unless the customer agreement states otherwise.
Equipment and promotions	Rental 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 example - 12-month contract

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
12	$1,140.00	6	$570.00
11	$1,045.00	5	$475.00
10	$950.00	4	$380.00
9	$855.00	3	$285.00
8	$760.00	2	$190.00
7	$665.00	1	$95.00
0	$0.00		

Example based on a $95/month service. Actual charges may vary depending on the customer monthly plan price, contract term, network provider, selected setup, equipment, promotions and customer agreement.

ETF disclosure example - 24-month contract

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
24	$1,425.00	12	$285.00
23	$1,330.00	11	$261.25
22	$1,235.00	10	$237.50
21	$1,140.00	9	$213.75
20	$1,045.00	8	$190.00

Months remaining	Example Service Termination Fee	Months remaining	Example Service Termination Fee
19	$950.00	7	$166.25
18	$855.00	6	$142.50
17	$760.00	5	$118.75
16	$665.00	4	$95.00
15	$570.00	3	$71.25
14	$475.00	2	$47.50
13	$380.00	1	$23.75
0	$0.00		

Example based on a $95/month service. For 24-month 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. Actual charges may vary depending on the customer monthly plan price, contract term, network provider, selected setup, equipment, promotions and customer agreement.

Support Scope and Service Responsibility

Area	Standard Subsidised	BYOD
Management model	Standard residential fibre with UBB-supplied hardware where applicable.	Customer uses approved compatible router. UBB supports the broadband service to the network boundary and provides configuration details.
Technician setup included	No included onsite technician setup unless expressly included in the accepted offer. Chargeable technician visit may be available.	No. Customer is responsible for router supply, setup and local network configuration.
Wi-Fi support	Basic remote support for UBB-supplied equipment where applicable.	Limited support for UBB service settings only. Customer-owned equipment is not covered by UBB hardware support.
Full Service Warranty	Not included unless purchased as a separate managed/premium add-on or specifically stated in the accepted offer.	Not included.
Backup/resilience	Optional quoted add-on services may be available.	Optional quoted add-on services may be available.

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 are available on the UBB website and

	should be read before sign-up.
Document control	This document should be reviewed and updated whenever plan pricing, setup charges, contract terms, ETF rules, included hardware, network availability or support scope changes.