

Ultimate Broadband

Home Wireless Broadband Plans

Product Description

Home Wireless Starter | Home Wireless 1X | Home Wireless 2X | Wireless Holiday Plan 50

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This Product Description is a summary of UBB Home Wireless Broadband plans. It should be read together with UBB's full terms and conditions and any accepted quote or service agreement. All prices are inclusive of GST unless stated otherwise. Final availability, wireless coverage, installation scope, hardware, contract term, travel and any non-standard charges are confirmed before sign-up.

Service Overview

Service Description	
UBB Home Wireless Broadband	UBB Home Wireless is a professionally installed fixed wireless broadband service for residential customers. It uses UBB wireless network equipment installed at the property and is designed for rural, semi-rural and other homes where fibre or fixed-line options may not be available or suitable. Plans are offered as standalone broadband plans with optional add-ons such as ConnectCare, home phone, mobile bundles and Wi-Fi services.
Availability	Available only where UBB can provide suitable network coverage and a successful site assessment. Wireless broadband requires an appropriate installation location, power, safe site access and a suitable wireless path to the serving site. Availability and final installation requirements may depend on address, coverage, line of sight, terrain, trees, buildings, distance from site and local network capacity.

Standard Service Charge

Plan	Plan code	Speed profile	Standard monthly charge	Monthly data allowance	Plan summary
Home Wireless Starter	HM-WIRELESS-STARTER	100 / 20 Mbps	\$79 per month	Unlimited data. Fair Use Policy applies.	Entry-level professionally installed home wireless service for everyday browsing, streaming and general home use.
Home Wireless 1X	HM-WIRELESS-1X	300 / 100 Mbps	\$109 per month	Unlimited data. Fair Use Policy applies.	Higher-performance home wireless plan for households needing more speed and capacity.
Home Wireless 2X	HM-WIRELESS-2X	400 / 200 Mbps	\$169 per month	Unlimited data. Fair Use Policy applies.	Dual-radio / enhanced capacity home wireless service for stronger performance and resilience where available.
Wireless Holiday Plan 50	HOL-WIRELESS-50-UBB	50 / 15 Mbps	\$29 per month	Unlimited data. Fair Use Policy applies.	Low-cost holiday / secondary-location plan for eligible UBB customers, subject to availability and eligibility.

Set Up and Term Offer Options

The prices below are the standard offer pathways provided for the listed plans. Upfront pricing, eligibility and final installation scope may change where the site requires non-standard work, travel, additional cabling, additional technicians, special mounts, civil works,

customer-requested extras or a quoted design.

Home Wireless Starter offer options

Term / offer	Action	Upfront	Base MMR	Offer MMR
1m Standard Subsidised	New connection	\$949	\$79	\$79
1m Standard Subsidised	Reconnect existing	\$50	\$79	\$79
1m Standard Subsidised	Reconnect refresh	\$299	\$79	\$79
12m Standard Subsidised	New connection	\$499	\$79	\$79
12m Standard Subsidised	Re-sign	\$199	\$79	\$79
24m Pay It Forward	New connection	\$949	\$79	\$49
24m Pay It Forward	Re-sign	\$699	\$79	\$49
24m Standard Subsidised	New connection	\$299	\$79	\$79
24m Standard Subsidised	Re-sign	\$0	\$79	\$79
36m Standard Subsidised	New connection	\$0	\$79	\$74
36m Standard Subsidised	Re-sign	\$0	\$79	\$74

Home Wireless 1X offer options

Term / offer	Action	Upfront	Base MMR	Offer MMR
1m Standard Subsidised	New connection	\$899	\$109	\$109
12m Pay It Forward	New connection	\$899	\$109	\$79
12m Pay It Forward	Re-sign	\$599	\$109	\$79
12m Standard Subsidised	New connection	\$399	\$109	\$109
12m Standard Subsidised	Re-sign	\$0.06	\$109	\$109
24m Pay It Forward	New connection	\$899	\$109	\$79
24m Pay It Forward	Re-sign	\$599	\$109	\$79
24m Standard Subsidised	New connection	\$199	\$109	\$109
24m Standard Subsidised	Re-sign	\$0	\$109	\$109
36m Standard Subsidised	New connection	\$0	\$109	\$99
36m Standard Subsidised	Re-sign	\$0	\$109	\$99

Home Wireless 2X offer options

Term / offer	Action	Upfront	Base MMR	Offer MMR
12m Standard Subsidised	New connection	\$1,599.01	\$169	\$169
12m Standard Subsidised	Re-sign	\$1,399	\$169	\$169
24m Pay It Forward	New connection	\$2,199	\$169	\$119
24m Pay It Forward	Re-sign	\$1,799	\$169	\$119
24m Standard Subsidised	New connection	\$1,299.01	\$169	\$169
24m Standard Subsidised	Re-sign	\$949	\$169	\$169
36m Standard Subsidised	New connection	\$949	\$169	\$159
36m Standard Subsidised	Re-sign	\$699	\$169	\$159

Wireless Holiday Plan 50 offer options

Term / offer	Action	Upfront	Base MMR	Offer MMR
1m Standard Subsidised	New connection	\$949	\$29	\$29
24m Standard Subsidised	New connection	\$699	\$29	\$29
24m Standard Subsidised	Re-sign	\$199	\$29	\$29

Additional Data Charges

Item	Summary
Additional data	The included Home Wireless broadband plans include unlimited data. No standard additional data charge applies to included broadband usage. Fair Use Policy applies.
Add-on services	Optional mobile, voice, backup, ServicePulse, ConnectCare, Wi-Fi or other add-on services may have their own allowances, usage charges, hardware charges, setup charges or terms.

Other Charges

Charge / item	Summary
Travel	Travel applies unless expressly included or waived in the offer.
Additional labour	Additional on-site labour may be charged where work exceeds the included standard installation scope or where extra work is requested or required.
Optional equipment and add-ons	Optional routers, Wi-Fi boosters, switches, ATA devices, phone services, remote links and other networking services may be purchased or rented separately.
Equipment recovery / non-return	UBB-owned equipment must be returned when the service ends. Recovery, travel, replacement or damage charges may apply if UBB must recover equipment or if equipment is not returned complete and in good working condition, fair wear and tear excepted.

Average Monthly Price

Average Monthly Price is shown where the first 12-month average cost is higher than the advertised monthly service charge. It is calculated using regular monthly plan fees and mandatory upfront charges over the first 12 months, divided by 12. Optional charges, contingent charges, travel and non-standard or quoted work are excluded. If your quoted mandatory setup cost is different to the example shown, your actual first 12-month average cost may be different.

Home Wireless Starter Average Monthly Price examples

Term / offer	Action	Upfront used	Monthly charge used	Average Monthly Price
1m Standard Subsidised	New connection	\$949	\$79	\$158.08 per month
1m Standard Subsidised	Reconnect existing	\$50	\$79	\$83.17 per month
1m Standard Subsidised	Reconnect refresh	\$299	\$79	\$103.92 per month
12m Standard Subsidised	New connection	\$499	\$79	\$120.58 per month
12m Standard Subsidised	Re-sign	\$199	\$79	\$95.58 per month
24m Pay It Forward	New connection	\$949	\$49	\$128.08 per month
24m Pay It Forward	Re-sign	\$699	\$49	\$107.25 per month
24m Standard Subsidised	New connection	\$299	\$79	\$103.92 per month
24m Standard Subsidised	Re-sign	\$0	\$79	\$79.00 per month

36m Standard Subsidised	New connection	\$0	\$74	\$74.00 per month
36m Standard Subsidised	Re-sign	\$0	\$74	\$74.00 per month

Home Wireless 1X Average Monthly Price examples

Term / offer	Action	Upfront used	Monthly charge used	Average Monthly Price
1m Standard Subsidised	New connection	\$899	\$109	\$183.92 per month
12m Pay It Forward	New connection	\$899	\$79	\$153.92 per month
12m Pay It Forward	Re-sign	\$599	\$79	\$128.92 per month
12m Standard Subsidised	New connection	\$399	\$109	\$142.25 per month
12m Standard Subsidised	Re-sign	\$0.06	\$109	\$109.00 per month
24m Pay It Forward	New connection	\$899	\$79	\$153.92 per month
24m Pay It Forward	Re-sign	\$599	\$79	\$128.92 per month
24m Standard Subsidised	New connection	\$199	\$109	\$125.58 per month
24m Standard Subsidised	Re-sign	\$0	\$109	\$109.00 per month
36m Standard Subsidised	New connection	\$0	\$99	\$99.00 per month
36m Standard Subsidised	Re-sign	\$0	\$99	\$99.00 per month

Home Wireless 2X Average Monthly Price examples

Term / offer	Action	Upfront used	Monthly charge used	Average Monthly Price
12m Standard Subsidised	New connection	\$1,599.01	\$169	\$302.25 per month
12m Standard Subsidised	Re-sign	\$1,399	\$169	\$285.58 per month
24m Pay It Forward	New connection	\$2,199	\$119	\$302.25 per month
24m Pay It Forward	Re-sign	\$1,799	\$119	\$268.92 per month
24m Standard Subsidised	New connection	\$1,299.01	\$169	\$277.25 per month
24m Standard Subsidised	Re-sign	\$949	\$169	\$248.08 per month
36m Standard Subsidised	New connection	\$949	\$159	\$238.08 per month
36m Standard Subsidised	Re-sign	\$699	\$159	\$217.25 per month

Wireless Holiday Plan 50 Average Monthly Price examples

Term / offer	Action	Upfront used	Monthly charge used	Average Monthly Price
1m Standard Subsidised	New connection	\$949	\$29	\$108.08 per month
24m Standard Subsidised	New connection	\$699	\$29	\$87.25 per month
24m Standard Subsidised	Re-sign	\$199	\$29	\$45.58 per month

Broadband Performance Information

Item	Information
Performance information	Broadband speeds and performance can be affected by many factors, including signal quality, distance from the serving site, terrain, trees or buildings, radio path, local Wi-Fi, customer equipment, network load, content provider performance and the number of users or devices connected at the property. Speeds are not guaranteed.
Speed information	Speed profiles shown are plan profiles and are subject to availability, site feasibility and network conditions. Final plan availability and expected performance will be confirmed before sign-up.
Measuring Broadband NZ	See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies:

<https://comcom.govt.nz/consumers/dealing-with-typical-situations/broadband-and-mobile/monitoring-new-zealands-broadband/>

Access Type

Plan	Access type	Notes
Home Wireless Starter	Fixed Wireless / WISP	Entry-level professionally installed home wireless service for everyday browsing, streaming and general home use.
Home Wireless 1X	Fixed Wireless / WISP	Higher-performance home wireless plan for households needing more speed and capacity.
Home Wireless 2X	Fixed Wireless / WISP	Dual-radio / enhanced capacity home wireless service for stronger performance and resilience where available.
Wireless Holiday Plan 50	Fixed Wireless / WISP	Low-cost holiday / secondary-location plan for eligible UBB customers, subject to availability and eligibility.

Other Information

Item	Information
Minimum Contract Period	Plans may be available on 1-month, 12-month, 24-month or 36-month terms depending on the plan, offer, new connection or re-sign status, site suitability and selected setup pathway. Contract term will be confirmed before sign-up.
Hardware Ownership	UBB remains the owner of wireless radios and UBB-supplied network equipment used to provide the broadband connection unless explicitly sold to the customer. Customer-owned or BYOD equipment remains the customer's responsibility.
Early Termination Fee	A Service Termination Fee or Early Termination Fee may apply if a fixed-term service is cancelled before the end of the agreed term. UBB will disclose the applicable amount, table or calculation before sign-up and make the remaining term and estimated fee payable at the next invoice date easy to access during the contract term.
Notice Period	Open-term or completed fixed-term services generally require one month notice or one month minimum payment to cancel the service, unless UBB's full terms or accepted agreement state otherwise.
Other Requirements	Customer must provide safe access, power, permission to install equipment, and any required trenching, poles or site preparation. Downgrades may not be available during a fixed term and some changes may require a new contract or installation work.
Traffic Management	UBB may manage traffic where reasonably required for network integrity, security, legal compliance, fault management, congestion management or to protect customers and the network. Any traffic management policy that may influence broadband performance should be made available on UBB's website.
Service Restrictions	Service restrictions and acceptable-use requirements apply under UBB's full terms and conditions. These include restrictions on unlawful use, misuse, resale or unauthorised sharing, interference with the network, spam and other prohibited activity.
Fair Use	Unlimited data is subject to UBB's Fair Use Policy. UBB may contact the customer, apply charges, suspend, modify or restrict service, or withdraw access if usage is excessive, unreasonable or inconsistent with normal usage patterns under the Fair Use Policy.
Effects on other services	Wireless broadband requires mains power at the property. During a power outage, broadband and services that rely on it - such as Wi-Fi, VoIP phone, medical alarms, security alarms, EFTPOS, payTV or cloud services - may stop working unless suitable backup power and network availability remain in place. Emergency calling over VoIP may not be available during a broadband or power outage.

Early Termination Fee / Service Termination Fee

This section is intended for customer disclosure. UBB should confirm that the displayed fee table matches the plan, contract term, offer, promotional benefits, setup option and any subsidised or rental equipment supplied to that customer.

Item	Information
Covered services	This section applies to Home Wireless Starter, Home Wireless 1X, Home Wireless 2X and Wireless Holiday Plan 50 where the customer enters a fixed-term agreement.
First 12 months	If a fixed-term wireless 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. For 24-month or 36-month terms, the final 12 months are calculated at 25% of the monthly service charge for each remaining month.
After the first 12 months	For 24-month or 36-month terms, 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	UBB-owned, 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, Pay It Forward discounts, 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 fee payable at the next invoice date easy to access through the customer portal, invoice, customer support, IVR or another suitable channel.

Service Termination Fee disclosure example - 12-month contract

Months remaining	Example fee	Months remaining	Example fee
12	\$948.00	6	\$474.00
11	\$869.00	5	\$395.00
10	\$790.00	4	\$316.00
9	\$711.00	3	\$237.00
8	\$632.00	2	\$158.00
7	\$553.00	1	\$79.00
0	\$0.00		

Example based on a \$79/month service. Actual charges may vary depending on the customer monthly plan price, contract term, selected setup, equipment, promotions and customer agreement.

Service Termination Fee disclosure example - 24-month contract

Months remaining	Example fee	Months remaining	Example fee
24	\$1,185.00	12	\$237.00
23	\$1,106.00	11	\$217.25
22	\$1,027.00	10	\$197.50
21	\$948.00	9	\$177.75
20	\$869.00	8	\$158.00
19	\$790.00	7	\$138.25
18	\$711.00	6	\$118.50
17	\$632.00	5	\$98.75
16	\$553.00	4	\$79.00

15	\$474.00	3	\$59.25
14	\$395.00	2	\$39.50
13	\$316.00	1	\$19.75
0	\$0.00		

Example based on a \$79/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, selected setup, equipment, promotions and customer agreement.

Service Termination Fee disclosure example - 36-month contract

Months remaining	Example fee	Months remaining	Example fee
36	\$2,133.00	18	\$711.00
35	\$2,054.00	17	\$632.00
34	\$1,975.00	16	\$553.00
33	\$1,896.00	15	\$474.00
32	\$1,817.00	14	\$395.00
31	\$1,738.00	13	\$316.00
30	\$1,659.00	12	\$237.00
29	\$1,580.00	11	\$217.25
28	\$1,501.00	10	\$197.50
27	\$1,422.00	9	\$177.75
26	\$1,343.00	8	\$158.00
25	\$1,264.00	7	\$138.25
24	\$1,185.00	6	\$118.50
23	\$1,106.00	5	\$98.75
22	\$1,027.00	4	\$79.00
21	\$948.00	3	\$59.25
20	\$869.00	2	\$39.50
19	\$790.00	1	\$19.75
0	\$0.00		

Example based on a \$79/month service. For 36-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, selected setup, equipment, promotions and customer agreement.

Complaints, Disputes and Terms

Item	Information
Complaints	Information about UBB's 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.