

Ultimate Broadband

Ultimate Mobile Plans

Product Description

Ultimate Mobile 1.5GB | Ultimate Mobile 6GB | Ultimate Mobile 50GB | Companion 50GB | Data Add-ons

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This Product Description is a summary of UBB Ultimate Mobile personal mobile plans. It should be read together with UBB full mobile terms, any applicable plan terms and any accepted offer before sign-up. All prices are inclusive of GST unless stated otherwise. Final plan availability, mobile coverage, number porting, device compatibility, roaming, international calling, bundle discount eligibility and any add-on charges are confirmed before sign-up.

Service Overview

Service Description	Ultimate Mobile is a personal mobile service supplied by Ultimate Broadband for customers who want mobile connectivity, NZ and Australia calling/texting, 5G readiness, Wi-Fi Calling and a single UBB billing relationship. Plans are intended for personal mobile use and are available as standalone mobile plans or, where eligible, alongside a UBB broadband service.
Availability	Available where UBB can supply the mobile service, where a compatible device and SIM/eSIM are used, and where mobile network coverage is available. 5G requires a 5G-capable device and 5G coverage. Wi-Fi Calling requires a compatible device, compatible settings and a suitable Wi-Fi connection.
Service model	Mobile plans are open term unless an accepted offer states otherwise. Customers can usually change plans once per month, with plan changes taking effect from the next billing cycle. Cancellation requires the applicable notice period described in UBB mobile terms.

Standard Service Charge

Plan	Monthly charge	Full-speed data	Calls and texts	Key notes
Ultimate Mobile 1.5GB	\$20 per month	1.5GB. Data stops when allowance is used unless a data add-on is purchased or the next billing cycle starts.	Unlimited standard person-to-person calls and texts to NZ and Australia.	Great for customers who mostly call, text and use light data. Not eligible for bundle discount or Companion plans.
Ultimate Mobile 6GB	\$50 per month	6GB endless data. Speed reduces to up to 1.2 Mbps after full-speed allowance is used until the end of the billing cycle.	Unlimited standard person-to-person calls and texts to NZ and Australia.	Suitable for moderate mobile data use, web browsing, social media and occasional streaming. Eligible bundle discount may apply.
Ultimate Mobile 50GB	\$70 per month	50GB endless data. Speed reduces to up to 1.2 Mbps after full-speed allowance is used until the end of the billing cycle.	Unlimited standard person-to-person calls and texts to NZ and Australia.	Suitable for heavier mobile data use, streaming and hotspot use. Companion plans may be available. Eligible bundle discount may apply.
Companion 50GB	\$35 per month per user	50GB endless data. Speed reduces to up to 1.2 Mbps after full-speed allowance is used.	Unlimited standard person-to-person calls and texts to NZ and Australia.	Available only where there is an eligible Primary plan holder on the same billing account and plan type. Primary account holder is liable for all charges.

Pricing notes: All Ultimate Mobile plans include 5G readiness, Wi-Fi Calling readiness and hotspot capability where the customer device and network coverage support those features. Unlimited calls and texts apply to standard person-to-person calls and texts to standard NZ and Australian numbers only. Non-standard, premium, short code, MMS/PXT, international and roaming charges may apply separately.

Plan Features and Eligibility

Feature	Ultimate Mobile 1.5GB	Ultimate Mobile 6GB	Ultimate Mobile 50GB	Companion 50GB
5G ready	Yes	Yes	Yes	Yes
Wi-Fi Calling ready	Yes	Yes	Yes	Yes
Hotspot allowed	Yes	Yes	Yes	Yes
Bundle discount	Not available	May be available when bundled with an eligible UBB broadband service	May be available when bundled with an eligible UBB broadband service	Only the eligible Primary account holder receives any applicable bundle discount
Companion plan eligibility	Not available	Not available	Available where eligible	Must be attached to eligible Primary plan holder and same billing account

Data Add-ons

Data add-ons are optional and may be used where the customer needs additional full-speed mobile data. Add-ons do not change the customer plan and may not carry over unless UBB confirms otherwise before purchase.			
Add-on	Data included	Price	Notes
1GB Data Add-on	1GB	\$8 per add-on	Available where the customer needs additional mobile data.
5GB Data Add-on	5GB	\$25 per add-on	Available where the customer needs additional mobile data.

Companion Plan Details

What Companion means	A Companion plan lets an eligible Primary plan holder add additional mobile numbers to the same billing account. Each Companion has its own plan allowance and is not sharing data, calls or texts with the Primary plan holder.
Primary account holder responsibility	The Primary account holder is responsible for all charges on the account, including each Companion plan monthly charge, add-ons, international or roaming charges and any other usage charges.
Control and visibility	Because the Companion number is on the Primary account holder account, the Primary account holder may be able to see call and text records, change plans or add-ons, apply call bars, suspend or terminate services and move numbers to another provider. Call and text content is not shown.
Eligibility	Companion plans must be on the same Primary billing account and plan type as the Primary plan. UBB will confirm eligibility and maximum number of Companion plans before sign-up.

Set Up, Term and Notice

Plan / service	Term	Upfront charge	Monthly charge	Notice / notes
Ultimate Mobile 1.5GB	1 month / open term	\$0	\$20	Plan can be cancelled with the required notice under UBB mobile terms.
Ultimate Mobile 6GB	1 month / open term	\$0	\$50	Plan can be cancelled with the required notice under UBB mobile terms.

Ultimate Mobile 50GB	1 month / open term	\$0	\$70	Plan can be cancelled with the required notice under UBB mobile terms.
Companion 50GB	1 month / open term	\$0	\$35 per user	Requires eligible Primary account holder and same billing account.
1GB / 5GB data add-ons	Add-on	\$0	\$8 or \$25	Optional usage add-on. Does not create a fixed-term plan.

Other Charges

International calling and roaming	International calls, roaming, Daily Roaming, international texts, premium numbers and other non-standard services may be charged separately. Customers should check current UBB mobile roaming and international rates before use.
Non-standard numbers	Unlimited NZ and Australia calls/texts exclude special numbers, premium numbers, short codes and other non-standard services. These may incur additional charges.
MMS/PXT and video calling	MMS/PXT, video calling and other services not included in standard person-to-person calls/texts may incur additional charges where supported.
Device costs	Mobile handsets, accessories, repairs, replacement SIMs/eSIMs, device setup or other hardware are not included unless expressly stated in an accepted offer.

Average Monthly Price

Average Monthly Price is included where mandatory upfront charges, mandatory discounts or mandatory initial fees make the first 12-month average different from the advertised monthly charge. The standard mobile plans below have no mandatory upfront charge in the supplied pricing, so the average monthly price is the same as the monthly plan charge. Optional add-ons, roaming, international calling and contingent charges are excluded.

Example plan / pathway	Advertised monthly charge	Mandatory charge used in example	Example Average Monthly Price
Ultimate Mobile 1.5GB	\$20 per month	\$0 upfront	\$20.00 per month
Ultimate Mobile 6GB	\$50 per month	\$0 upfront	\$50.00 per month
Ultimate Mobile 50GB	\$70 per month	\$0 upfront	\$70.00 per month
Companion 50GB	\$35 per month per user	\$0 upfront	\$35.00 per month per user

Mobile Performance and Coverage Information

Coverage and performance	Mobile performance can be affected by coverage, device capability, indoor building materials, terrain, congestion, location, weather, network management, roaming partner availability and the number of users connected to the local cell site.
5G readiness	Plans are 5G ready, but 5G requires a compatible 5G device, an active compatible SIM/eSIM and 5G coverage. Where 5G is not available the device may use 4G or another available mobile network technology.
Endless data speed reduction	On endless data plans, once the included full-speed data allowance is used, mobile data speed reduces to up to 1.2 Mbps until the next billing cycle unless an eligible data add-on or plan change applies.
Wi-Fi Calling	Wi-Fi Calling can help customers make and receive calls and texts over Wi-Fi where mobile signal is weak or unavailable, subject to device compatibility, settings, broadband/Wi-Fi quality and service

availability.

Access Type

Plan	Access type	Notes
Ultimate Mobile 1.5GB	Mobile / cellular service	Personal mobile service with 1.5GB data allowance.
Ultimate Mobile 6GB	Mobile / cellular service	Personal mobile service with 6GB endless data.
Ultimate Mobile 50GB	Mobile / cellular service	Personal mobile service with 50GB endless data and Companion plan eligibility.
Companion 50GB	Mobile / cellular service	Companion mobile service attached to an eligible Primary account holder.

Other Information

Minimum Contract Period	Plans are supplied on a 1-month open-term basis unless an accepted offer states otherwise. Customers should check UBB mobile terms for minimum notice and billing-cycle rules.
Early Termination Fee	No standard Early Termination Fee applies to the open-term mobile plans listed in this Product Description. If a customer accepts a separate promotional, device, finance or fixed-term offer, the accepted offer terms will confirm any cancellation or repayment obligation.
Plan changes	Customers may usually move up or down between available mobile plans once per month. Changes usually take effect from the start of the next billing cycle.
Number porting	Number porting is subject to validation, network processes and correct customer information. The customer must be authorised to port the number and may need to keep the previous service active until the port completes.
Traffic Management	UBB or its mobile network provider may manage traffic to protect network integrity, security, customer experience, legal compliance or network performance. Endless data plans reduce speed after the included full-speed allowance is used.
Service Restrictions	Services are for personal mobile use. Restrictions may apply to international roaming, premium services, short codes, automated use, machine-to-machine use, resale, excessive or unreasonable use and unsupported devices.
Effects on emergency services	Mobile calling, including 111 calling, depends on handset battery, mobile coverage, SIM/eSIM status, network availability and device settings. Wi-Fi Calling may depend on broadband, Wi-Fi and power availability.

Support Scope and Service Responsibility

Area	UBB support responsibility	Customer responsibility
Plan and billing	UBB supports plan selection, billing, account changes, data add-ons and general service support.	Customer must keep account contact and payment details current and understand any add-on or usage charges.
Coverage and device	UBB can help with general coverage and service troubleshooting.	Customer must use a compatible, unlocked device in good working order and remain within coverage.
Wi-Fi Calling	UBB can provide general guidance for	Customer must have a compatible device and

	compatible devices and settings.	suitable Wi-Fi/broadband connection.
Companion plans	UBB can manage companion setup and account changes through the authorised Primary account holder.	Primary account holder is responsible for Companion users, charges and plan control.

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. UBB mobile terms, mobile roaming terms, plan terms and any accepted offer should be read before sign-up.
Document control	This document should be reviewed and updated whenever mobile plan pricing, data allowances, add-ons, bundle discounts, companion rules, roaming terms, usage rules, network settings or customer terms change.