

Ultimate Broadband

Home 4G Wireless Broadband Plans

Product Description

Updated 16 October 2026

This document summarises UBB Home 4G Wireless plans. All prices include GST. It should be read with UBB terms and the accepted service agreement. Offer-specific equipment ownership, charges and contract terms are confirmed before sign-up.

Service Overview

Item	Details
Service description	Fixed-address plug-and-play 4G broadband delivered over a mobile network using a suitable 4G router.
Availability	Subject to mobile coverage, capacity and signal suitability at the approved service address. Urban 4G is normally router-only, without installation; special installation can be quoted if required.

Standard Service Charge

Plan	Full-speed allowance	Monthly charge	When allowance reached
Home 4G Wireless 300GB	300GB	\$65.00	Continues at up to 1.2 Mbps until reset or eligible pack
Home 4G Wireless 600GB	600GB	\$75.00	Continues at up to 1.2 Mbps until reset or eligible pack
Home 4G Wireless Unlimited	No set plan cap	\$85.00	Fair Use Policy and network management apply

Additional Data Charges

Additional data packs are available only on Home 4G Wireless 300GB and 600GB. They are NOT available for the Home 4G Wireless Unlimited plan. There are no automatic excess-data charges on capped plans. Once the full-speed allowance is reached, speeds reduce to up to 1.2 Mbps until the next billing period or an eligible data pack is activated. Packs are purchased by contacting UBB, may take up to 3 hours to activate and do not carry over.

Data pack	Price
10GB	\$15.00
50GB	\$40.00
100GB	\$80.00

Set Up Charge and Contract Options

Offer pathway	Upfront (incl. GST)	Offer details
Open term — re-sign, outright router purchase	\$299.00 + shipping	Month-to-month (1-month minimum). Router purchased outright belongs to the customer. No fixed-term ETF. The \$299 is the supplied open-term re-sign offer; shipping is additional.
12-month fixed term — standard re-sign	\$149.01 + shipping, if applicable	12-month standard re-sign offer. Fixed-term ETF applies if cancelled early. UBB-supplied equipment remains UBB-

		owned unless expressly sold under the accepted agreement.
24-month fixed term — standard new connection	\$0.00 + shipping, if applicable	24-month standard new connection offer. Fixed-term ETF applies if cancelled early. UBB-supplied equipment remains UBB-owned unless expressly sold under the accepted agreement.
Non-standard installation	Quoted separately	Urban 4G is normally plug-and-play. If site work is needed, any labour, travel, additional equipment or installation is separately quoted and agreed before work.

Offer note: The supplied screenshots show \$79.01 monthly for the example offers. UBB must confirm which Urban 4G plan this applies to before using that figure as a public plan price. The \$149.01, \$0 and \$299 upfront prices above are the shown 12-month re-sign, 24-month new connection and open-term re-sign offers respectively.

Other Charges

Charge	Details
Public static IP	Optional \$10 per month where technically available.
Shipping	Shipping is additional where charged; the amount is confirmed before sign-up (historically \$20). It is excluded from the Average Monthly Price calculation.
Technician/site work	Non-standard work, travel and equipment charges only where disclosed and agreed.
Other services	Voice, mobile, Wi-Fi and other add-ons may have separate charges and terms.

Average Monthly Price

The table below averages the listed plan monthly charge and mandatory upfront equipment cost over the first 12 months, including GST. Open-term examples use the currently supplied \$299 outright-router re-sign offer; the 24-month new connection example has \$0 upfront. The 12-month standard re-sign offer is \$149.01 upfront, so its average is the monthly plan charge plus \$12.42. Optional extras, shipping and contingent charges are excluded. The offer screenshots show \$79.01/month but do not identify which of the three plans that rate belongs to; UBB must confirm the applicable offer/plan combination before publishing a plan-specific \$79.01 figure.

Plan	Open-term outright purchase*	24-month \$0 upfront*
300GB	\$89.92 per month	\$65.00 per month
600GB	\$99.92 per month	\$75.00 per month
Unlimited	\$109.92 per month	\$85.00 per month

Broadband Performance Information

Item	Details
Speed and performance	Indicative peak-time speeds of approximately 50 Mbps down / 17 Mbps up were stated in the prior UBB product document; they are not guaranteed and should be revalidated against current performance evidence. Speeds vary with signal, location, congestion, router and Wi-Fi.
Full-speed allowance	Capped plans slow to up to 1.2 Mbps after 300GB or 600GB unless eligible extra data is added.
Access type	4G fixed-location mobile broadband, plug-and-play at an approved address.

Other Information

Item	Details
Minimum contract	Open-term, 12-month and 24-month options are shown in the current offer information. Open-term outright router purchase is a month-to-month arrangement with a one-month minimum. Availability varies by new connection or re-sign and accepted quote.
Cancellation notice	30 days written notice applies under UBB's updated cancellation policy to open-term and fixed-term services, subject to the accepted customer agreement and legal cancellation rights. An earlier agreement with different agreed notice provisions is not automatically replaced.
Early termination	A reducing Early Termination Fee may apply to the remaining fixed term only where disclosed and agreed. No ETF applies after the minimum fixed term. See model and illustrations below.
Service restrictions	Approved service address only. Carrier-grade NAT, security restrictions and reasonable traffic management may apply.
Power and dependent services	Requires mains power and coverage. Internet-dependent calling, alarms, EFTPOS and other services may fail during an outage; backup arrangements may be needed.
Fair use	UBB Fair Use Policy applies, especially to the Unlimited plan.

Early Termination Fee / Service Termination Fee

The example tables illustrate the updated percentage-based contract model. They apply to new, renewed or re-signed agreements only where the new conditions were disclosed and agreed. Historical agreements keep their existing provisions unless replaced by agreement. Any ETF must be supportable by UBB's reasonable losses attributable to early termination.

Contract term	ETF rule
12 months	100% of the agreed monthly recurring service charge for each remaining month of a 12-month fixed term.
24 months	100% for each remaining month falling in contract months 1–12; 25% for each remaining month falling in months 13–24.
36 months (if separately offered)	100% for months 1–12; 50% for months 13–24; 25% for months 25–36. Urban 4G currently lists a 24-month fixed-term offer, not a 36-month offer.

Calculation uses the contracted recurring plan charge including GST. One-off charges, variable usage and optional extras are excluded. Example: on a \$75/month 24-month contract cancelled after six completed months, $ETF = (6 \times \$75) + (12 \times \$75 \times 25\%) = \$675.00$. Any part-month convention should be disclosed when providing the individual estimate.

ETF illustration — 24-month Urban 4G contract

Months remaining	300GB (\$65)	600GB (\$75)	Unlimited (\$85)
24	\$975.00	\$1,125.00	\$1,275.00
23	\$910.00	\$1,050.00	\$1,190.00
22	\$845.00	\$975.00	\$1,105.00
21	\$780.00	\$900.00	\$1,020.00
20	\$715.00	\$825.00	\$935.00
19	\$650.00	\$750.00	\$850.00
18	\$585.00	\$675.00	\$765.00
17	\$520.00	\$600.00	\$680.00
16	\$455.00	\$525.00	\$595.00
15	\$390.00	\$450.00	\$510.00
14	\$325.00	\$375.00	\$425.00
13	\$260.00	\$300.00	\$340.00
12	\$195.00	\$225.00	\$255.00
12	\$195.00	\$225.00	\$255.00
11	\$178.75	\$206.25	\$233.75
10	\$162.50	\$187.50	\$212.50
9	\$146.25	\$168.75	\$191.25
8	\$130.00	\$150.00	\$170.00

7	\$113.75	\$131.25	\$148.75
6	\$97.50	\$112.50	\$127.50
5	\$81.25	\$93.75	\$106.25
4	\$65.00	\$75.00	\$85.00
3	\$48.75	\$56.25	\$63.75
2	\$32.50	\$37.50	\$42.50
1	\$16.25	\$18.75	\$21.25
0	\$0.00	\$0.00	\$0.00

The 24-month ETF table above is based on the three standard advertised plan prices, not the separate \$79.01/month offer shown in the latest screenshots. A 12-month fixed-term re-sign option is also offered: its ETF is the agreed monthly recurring charge multiplied by the number of contracted months remaining. Where the accepted monthly recurring charge is \$79.01, the ETF must be calculated using \$79.01 instead. No ETF applies once the minimum term is complete. Customers can request an itemised amount payable at their next invoice date.

ETF illustration — 12-month Urban 4G contract (standard plan charges)

Months remaining	300GB (\$65)	600GB (\$75)	Unlimited (\$85)
12	\$780.00	\$900.00	\$1,020.00
11	\$715.00	\$825.00	\$935.00
10	\$650.00	\$750.00	\$850.00
9	\$585.00	\$675.00	\$765.00
8	\$520.00	\$600.00	\$680.00
7	\$455.00	\$525.00	\$595.00
6	\$390.00	\$450.00	\$510.00
5	\$325.00	\$375.00	\$425.00
4	\$260.00	\$300.00	\$340.00
3	\$195.00	\$225.00	\$255.00
2	\$130.00	\$150.00	\$170.00
1	\$65.00	\$75.00	\$85.00
0	\$0.00	\$0.00	\$0.00

These are examples based on standard monthly plan prices. The contracted monthly charge in an accepted offer governs the actual ETF.

Upfront Payments, Equipment Ownership and Returns

Item	Terms
Equipment purchased outright	Equipment expressly identified as sold to the customer in the accepted quote, invoice or agreement, and paid for in full, belongs to the customer. It is not returnable to UBB. Earlier Pay It Forward or full-upfront agreements expressly transferring ownership remain effective; no retrospective reclassification.
UBB-supplied equipment	An installation or connection charge is not itself a purchase of equipment. UBB retains ownership of supplied radios, antennas, PoE units, routers and other equipment unless expressly sold under the customer's agreement. This can apply on open or fixed terms and after the minimum term.
Returns and recovery	On cancellation, UBB-owned equipment must be returned or made available for reasonable recovery, with reasonable notice and site-access arrangements. Return in good condition (fair wear and tear excepted) to an approved UBB return location avoids an equipment recovery/removal attendance fee.
Attendance and replacement	If UBB must attend to recover equipment on a wireless/RBI service, the agreed \$100 incl. GST removal charge plus disclosed travel may apply. Reasonable replacement charges may apply for missing or damaged UBB-owned items. Customer-owned equipment is not returnable.

Customer Access, Cancellation and Charges

Customers may request their remaining minimum term and an itemised ETF estimate before cancellation. UBB should provide the estimated ETF payable at the next invoice date through a convenient channel such as the customer portal, invoice or

support. No ETF applies after the minimum term, but unpaid service charges, disclosed equipment obligations, separately agreed disconnection charges or applicable notice-period charges may remain. No charge overrides statutory cancellation rights or remedies under New Zealand law.

Support, Complaints and Terms

Item	Details
Support	Basic remote assistance for the broadband service and supported equipment. Site visits and non-standard work may be chargeable.
Complaints	Contact UBB support or use the complaints process on www.ultimatebroadband.co.nz .
Independent dispute resolution	Eligible customers can contact the Telecommunications Dispute Resolution scheme: www.tdr.org.nz , where applicable.
Full terms	See UBB's published terms and the accepted individual customer agreement. These govern historic ownership and pricing arrangements.