

NBN FIBRE CONNECT FIBRE UPGRADE

Terms & Conditions

CRISP Wireless is offering to arrange an upgrade from Fibre to the Node (FTTN) or Fibre to the Curb (FTTC), to Fibre to the Premise (FTTP) for your property.

Terms and Conditions of this offer include:

- The NBN Co offer applies to current Fibre to the Node (FTTN) and current Fibre to the Curb (FTTC) addresses that have been identified by NBN as being eligible for an upgrade to Fibre to the Premise (FTTP).
- For the new FTTP service to be able to be connected, someone aged over 18 years old must be home at the time of any appointments.
- NBN Co may determine that extra infrastructure (e.g. trenching and conduit) may be required to complete the installation. If this is the case, the cost of the additional infrastructure must be paid by the customer. You can decline this offer if you do not wish to proceed with the additional infrastructure and remain on a lower speed tier plan.

Eligible CRISP NBN plans for current FTTN & FTTC addresses include:

RESIDENTIAL	BUSINESS
CRISP NBN Dash 500/50	CRISP NBN Professional 250/100
CRISP NBN Surge 250/100	CRISP NBN Momentum 750/50
CRISP NBN Rapid 750/50	CRISP NBN Executive 500/200
CRISP NBN Blaze 500/200	CRISP NBN Elevate 1000/100
CRISP NBN Turbo 1000/100	CRISP NBN Lift 1000/400
CRISP NBN Volt 1000/400	CRISP NBN Vortex 2000/200
CRISP NBN Eclipse 2000/200	CRISP NBN Titan 2000/500

The minimum service that is eligible for an upgrade is our CRISP NBN Dash 500/50 for Residential addresses, and CRISP NBN Professional 250/100 for Business addresses. Please refer to our Critical Information Summary for specific plan information.

It is an NBN Co condition of the free upgrade to FTTP that you maintain an eligible high-speed plan for the first 12 months. If you cancel or downgrade your plan within the first 12 months of the upgrade, you will be on-charged their fee of \$200 inc GST.

A compatible high-speed router is required to achieve optimal performance with your new CRISP NBN service.

While you are waiting for your upgrade installation, we can provide you with a lower speed plan until the upgrade has been completed by NBN Co. This would be available if you do not currently hold a NBN service or transfer to us prior to the upgrade being completed.

If you have an existing CRISP NBN service provided by us, this will automatically disconnect once your new NBN FTTP service is activated and your modem is successfully connected. If your existing service is supplied by another provider, you are responsible for cancelling that service once your CRISP NBN service is activated.

If you do not connect to your new CRISP NBN FTTP service within 7 days of upgrade installation and we are unable to detect a fault, your existing CRISP NBN FTTN/FTTC service will be cancelled, and we will start billing for the new FTTP service.