

FTTN Fibre Connect Upgrade

Terms & Conditions

Activ8me offers an upgrade from Fibre to the Node (FTTN) to Fibre to the Premise (FTTP) for eligible addresses in accordance with these Terms and Conditions.

Eligibility

This offer is only available at locations where nbn® currently offer FTTN services that has been identified by NBN Co as being eligible for an upgrade to FTTP.

The ordered FTTP service must be connected on an nbn® speed tier with a download speed of 100mbps*

If you downgrade your plan (below the minimum eligible speed tier) or cancel your service within 12 months, you may be required to pay NBN Co a \$200 installation fee.

The provision of Activ8me nbn® Fibre services are also subject to Activ8me's standard terms of service and policies available in the [T&Cs & Policies section](#) of our website.

*nbn® Speed Tiers refer to the maximum possible speed of the relevant plan outside evening peak hours. You will typically experience slower speeds in practice, including during evening busy periods.

Typical Evening Speeds are measured between 7pm - 11pm and are regularly updated. The latest Typical Evening Speeds can be found on our [nbn® Fibre product page](#). Actual speeds may be slower and vary due to a range of factors.

For more information, refer to our Key Facts Sheet and Critical Information Summaries which can also be found on the nbn® Fibre product page.

Installation Process

For a new FTTP service to be installed and connected, the following steps must be completed:

- **Pre-installation Visit:** nbn® will arrange for an nbn® technician to assess the outside of your premises.
 - o If the pre-installation visit determines that extra infrastructure (e.g. trenching and conduit) is required to complete the installation, you will be advised of any additional costs that you are responsible for paying in order to proceed.
- **Installation Appointment:** Activ8me will arrange for an nbn® technician to install the nbn® equipment inside and outside your premises. You, or an authorised person over the age of 18, will need to be present during the installation to give the technician both internal and external access to your premises.

Once your service upgrade is complete, you will need to connect to the new nbn® Fibre connection box by using an ethernet cable and a compatible router.

Service Transfer / Old Service Cancellation

If you have an existing FTTN service, you will need to reconfigure your existing router to use your new FTTP service. If you need assistance, contact our Support team on 132288.

If you have an existing FTTN service with Activ8me, we will ask you when you sign up if you would like your old service to automatically cancel when your new service activates. If you choose not to do this, you will need to contact us to cancel your old service.

If you have an existing service with another provider, you are responsible for cancelling your existing service with that provider once your FTTP upgrade is complete.

You may continue to be charged for both services until you complete this cancellation.