

## Fibre Upgrade Terms (FTTC/FTTN)

1st Internet

### Eligibility:

The Upgrade Offer is available to eligible addresses, provided they already have an existing nbn<sup>®</sup> FTTN or FTTC connection.

The Free Upgrade Offer is available to standard installations, while non-standard installations may incur additional costs as determined by nbn<sup>®</sup>.

- To qualify for the Free Fibre Upgrade Program for FTTN & FTTC services, customers are required to upgrade or connect to a plan with a minimum speed of 100 Mbps download and 20 Mbps upload for a duration of at least 12 months.

### Installation:

The Fibre Upgrade will require an nbn<sup>®</sup> approved installer to conduct the required works and install new nbn<sup>®</sup> equipment both inside and outside the premises. Standard installations typically involve two visits and are undertaken by nbn<sup>®</sup> at no additional cost. In cases where non-standard installation is necessary due to complexity, safety issues, or unconventional paths from the street, additional charges may apply, as specified by nbn<sup>®</sup>.

### Installation Timeframe:

- nbn<sup>®</sup> FTTN Urban: 19 business days
- nbn<sup>®</sup> FTTN Rural and Remote: 24 business days
- nbn<sup>®</sup> FTTC Urban: 25 business days
- nbn<sup>®</sup> FTTC Rural and Remote: 29 business days

These timelines are provided for informational purposes and are not guaranteed by nbn<sup>®</sup>.

An interim service connection may be applied for on signup for a minimum speed of 100 Mbps while the Fibre connect installation takes place at your property. Once your upgrade is complete your service will be moved to the ordered speeds and the interim service cancelled within 7 days of upgrade completion.

### Fees and Charges

There are no fees to relocate or change your service and your current contract continues. However, by upgrading to Fibre Connect, the service connected must remain on the minimum required upgrade speed, as per the Eligibility criteria above, for a minimum of 12 months to be eligible for the free upgrade. A cancellation fee of \$220 will be applicable on downgrade or cancellation of service within the first 12 months of service.

For all other speed and pricing terms refer to our nbn<sup>®</sup> Critical Information Summary.

### Customer Service Contact Details

Phone: 1300 898 962 | Email: [internet@1stenergy.com.au](mailto:internet@1stenergy.com.au)

### Broadband Education Information

For more information about broadband technologies and the factors that can influence the performance of your broadband service, please visit [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP).

### Customer service and complaints

We encourage all our customers to attempt to contact the 1<sup>st</sup> Internet support team first when an issue arises so we can resolve your complaint. You can contact our support team on 1300 898 962. Alternatively, you can email [internet@1stenergy.com.au](mailto:internet@1stenergy.com.au)

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on 1800 062 058 or you can visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) for more information.