

Uber Group Ltd Fibre Broadband Disconnection Policy

Disconnection from a fibre broadband connection

A disconnection fee will apply if a customer, for whatever reason, disconnects within the 12 month contract period.

If the disconnection takes effect in the first month after the month of installation (based on the anniversary of the date of the month on which installation took place), a disconnection fee of \$550, inclusive of GST, applies.

Thereafter the fee is reduced on a sliding scale at a rate of \$50 per month as detailed below.

Disconnection fee:

Months to run under contract

11	\$550
10	\$500
9	\$450
8	\$400
7	\$350
6	\$300
5	\$250
4	\$200
3	\$150
2	\$100
1	\$50

Customers who elect to pay the full fee of \$550 at the time of installation and thus have only a one month contract, will not be liable for disconnection fees.