



## Fibre Upgrade Program Terms and Conditions

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Redfox Internet are offering an upgrade from Fibre To The Node (FTTN) to Fibre To The Premises (FTTP). Terms and conditions of this offer include:

- The offer applies to current FTTN addresses that have been identified by NBNCo as being eligible for an upgrade to 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, the 1<sup>st</sup> appointment for pre-scope is arranged by NBN directly.
- NBN will complete a pre-scope prior to installation and 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 that extra infrastructure must be paid by the customer.

**Eligible plans for current FTTN addresses include:**

RESIDENTIAL	BUSINESS
100/20	100/40
100/40	250/100
250/25	500/200
250/100	1000/400
1000/50	

**Minimum eligible plan for current FTTN addresses**

- The minimum service that is eligible for an upgrade is 100Mbps/40Mbps.

Customers should refer to general terms and conditions for specific products and services.