

TERMS AND CONDITIONS

Our Free Fibre Upgrade Offer lets eligible Netbright residential customers upgrade to Fibre to the Premises (FTTP) technology when signing up for one of our eligible services.

ELIGIBLE SERVICES

Eligibility is determined by nbn as the wholesale access provider. To qualify, your premise must have a nbn Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) connection.

The plans eligible for this offer are listed below.

Service	Speed (Mbps)
Launchpad Premium	100/40
Home Pro	500/50
Home Stratos	1000/100

When ordering a service, we will advise you of the availability of FTTP access and service speeds at your premise.

SCHEDULING

We will schedule an appointment for a nbn technician will visit your property to install new equipment inside and outside your home.

INSTALLATION

The installation usually takes 2–4 hours, though more complex jobs may take a little longer. Please see the [Guide to the nbn FTTP Upgrade Installation Process](#) for full details of the process.

YOUR CURRENT SERVICE

Once activated, your current FTTN or FTTC service can be cancelled. If your service is with Netbright, we will take care of that for you.

SERVICE TERMS

These terms apply to Free Fibre Upgrade Offer, our Standard Form of Agreement terms applying to your Netbright service are available on our website:

<https://www.netbright.com.au/assets/documents/netbright-sfoa.pdf>