



1. INFORMATION ABOUT THE SERVICE

THE SERVICE

ZipFibre provides high-speed nbn® broadband internet to residential and business premises. We act as a Retail Service Provider (RSP).

SERVICE AVAILABILITY (STRICT)

We only service premises connected via:

- **FTTP** (Fibre to the Premises)
- **HFC** (Hybrid Fibre Coaxial)

We do NOT service FTTN, FTTB, FTTC, Fixed Wireless, or Satellite connections.

HARDWARE REQUIREMENTS

You must bring your own compatible modem/router (BYO) or purchase one from us.

Speed Note: For internet plans above 1000 Mbps, you'll need a router equipped with 2.5-Gigabit (or faster) WAN and LAN ports to take full advantage of the available speeds.

INCLUSIONS

- **Data:** Unlimited.
- **Contract:** Month-to-month (No lock-in).
- **IP:** CGNat by default. Free Static IP available via self service portal.

2. INFORMATION ABOUT PRICING

The monthly charge is a set fee paid in advance. **All costs and fees listed in this document are inclusive of GST.** There are no hidden fees for data usage.

STANDARD PLANS

Plan Name	Max Speed (Down/Up)	Typical Evening Speed (7pm-11pm)	Monthly Charge
Fast	500/50 Mbps	500/45 Mbps	\$85.00
Superfast	750/50 Mbps	700/45 Mbps	\$99.00
Ultrafast	1000/100 Mbps	850/85 Mbps	\$105.00
Hyperfast	2000/200 Mbps (FTTP) 2000/100 Mbps (HFC)	1750/170 Mbps	\$175.00

PRO PLANS (HIGH UPLOAD)

Plan Name	Max Speed (Down/Up)	Typical Evening Speed (7pm-11pm)	Monthly Charge
Pro 500	500/200 Mbps (FTTP)	500/170 Mbps	\$116.00
Pro 1000	1000/400 Mbps (FTTP)	850/340 Mbps	\$145.00
Pro Hyperfast	2000/500 Mbps (FTTP)	1750/425 Mbps	\$224.00

*Typical Evening Speeds are subject to change and represent the speed you can expect during busy periods (7pm-11pm).

POTENTIAL NBN® CHARGES

If your premises is a new development or has never been connected to the nbn® before, NBN Co may apply a one-off charge. These are passed through at cost.

- **New Development Fee:** \$300.00 (charged if your premises is identified by NBN Co as being within a new development area).
- **Subsequent Installation Fee:** \$297.00 (charged if you request a second concurrent NBN line).
- **Missed Appointment Fee:** If a technician is scheduled to attend your premises and you are not home, NBN Co may charge a missed appointment fee (approx \$83.00). This will be passed on to you.

3. BILLING, CHANGES & CANCELLATION

BILLING CYCLE

Services are billed monthly in advance. Your billing cycle begins on the day your service is activated.

CHANGING YOUR PLAN

You can upgrade or downgrade your plan speed once a month by contacting our support team.

Important:

- Plan changes will take effect at the **start of your next billing cycle**.
- You will be charged the new plan cost on your next invoice.
- We do not process mid-month plan changes or pro-rata adjustments.

CANCELLATION POLICY

You may cancel your service at any time. However, as ZipFibre services are pre-paid in monthly blocks:

- **No Pro-Rata Refunds:** If you cancel partway through a month, you forfeit the funds for the remainder of that cycle.
- **Service End Date:** You can either cancel the service immediately or on a specific date by doing this in your self service portal or by transferring to another provider (churned), in which case the service will terminate immediately upon transfer.

4. SUPPORT & COMPLAINTS

CUSTOMER SERVICE

We are an Australian-based team. You can contact us for support, billing, or technical queries.

- **Online:** www.zipfibre.com.au
- **Email:** support@zipfibre.com.au

FINANCIAL HARDSHIP

If you are experiencing financial difficulty, please contact us to discuss our Financial Hardship Policy options.

DATE ALIGNMENT (THE 28TH RULE)

To ensure consistent monthly billing:

- If your service starts on the 29th, 30th, or 31st of the month, your billing cycle will be set to the **28th**.
- **You will not be overcharged.** We will apply a **pro-rata credit** to your first bill to reduce the cost, so you only pay for the days your service was actually active.

CARD SURCHARGES

A 1% card surcharge applies to all payments by card. This does not apply from 1st October 2026.

COMPLAINTS HANDLING

If you have a dispute, we urge you to contact our support team first at support@zipfibre.com.au so we can resolve it.

Telecommunications Industry Ombudsman (TIO)

If we cannot resolve your complaint to your satisfaction, you may contact the TIO. This is a free service for consumers.

- Phone: 1800 062 058
- Web: www.tio.com.au