



Last Updated: 20 March 2026

UCOM Telecom Pty Ltd ACN 679 170 373 (“UCOM”, “we”, “us”, “our”)

This Service Schedule may be updated from time to time. The current version will always be available on our website. We will provide you with at least 30 days' written notice of any material changes to this Service Schedule that may adversely affect your rights or obligations. Continued use of our Services after the notice period constitutes acceptance of the updated Service Schedule. If you do not accept the changes, you may terminate the Service without penalty by providing written notice to us before the changes take effect.

Part O – nbn Fibre Upgrade Service Schedule

1. Application

This Service Schedule applies in addition to the Customer Terms, nbn Service Schedule, Policies and Critical Information Summaries when we facilitate an NBN Co Fibre Upgrade process.

2. nbn Fibre Upgrade Offer

The nbn Fibre Upgrade Offer allows eligible existing FTTN (Fibre to the Node) and FTTC (Fibre to the Curb) nbn® customers to upgrade to nbn® Fibre to the Premises (FTTP) without an upfront installation fee (“Upgrade Offer”) when registering for selected nbn® plans (“Eligible Plans”).

3. Your Application

- (a) To be eligible for this Offer, you must:
 - i. be at least 18 years of age with a current Australian residential address;
 - ii. connect to one of our Eligible Plans which include 100/40, 250/100, 500/50, 750/50, 1000/100, 500/200, 1000/400, 2000/200;
 - iii. have premises that have an eligible service qualification;
 - iv. comply with the Installation Process set out in clause 4; and
 - v. have premises that already have an existing nbn FTTN or nbn FTTC infrastructure.
- (b) We may accept or reject your application at our absolute discretion.

4. FTTP Installation Process

- (a) The following steps must be completed for a new FTTP service to be connected:
 - i. **Installation Appointment**
 - a. You, or an authorised person over the age of 18 years will need to be present during the installation appointment to give the technician both internal and external access to the

premises as well as consent on the location and method of installation. If the premises are rented, written landlord permission is required.

- b. The NBN Co technician will assess the exterior of your premises to determine if extra infrastructure is required. You will be advised of any additional infrastructure costs that you may be responsible for paying in order to proceed.
- c. The NBN Co technician will determine the optimal location for installation and advise on what works are required. Installation works may include drilling through external or internal walls and require access to underfloor, wall or roof cavity spaces, and may require a disconnection of the electricity supply to the premises. Installation may be required to be at a different location from pre-existing FTTN/C or other NBN Co equipment.
- d. Installation usually takes 2–4 hours, but complex installations may take longer.
- e. The NBN Co technician will install two types of boxes, one outside (the nbn[®] Utility Box) and one inside (the nbn[®] Connection Box). The boxes need to be placed in a dry, cool, ventilated areas that are safe from damage.
- f. The nbn Utility Box (outside) is typically installed near the existing telecoms box at the front of the premises, needs to be at least 400 millimetres above the ground, and needs clear space from other utilities.
- g. The nbn Connection Box (inside) must be within 12 metres of the nbn Utility Box, should be placed near the Wi-Fi router with a power point within three metres, and should be on the same wall surface as the nbn Utility Box.
- h. If the preferred location for the nbn Connection Box (inside) cannot be used, you can:
 - i. hire a registered cabler (at your own expense) to arrange a pathway that meets nbn[®] standards, prior to nbn[®] service installation; or
 - ii. run an ethernet cable from the nbn[®] connection box to the preferred location.
- i. After installation, you are responsible for connecting or reconfiguring the modem to the nbn[®] connection box. There may be a short delay before the new service is available (about 30 minutes on average).
- j. You are responsible for any further internal works (for example, home network ethernet cabling) beyond installation of the nbn[®] FTTP Network Termination Device.
- k. There are additional specific rules for installation, which will be discussed on the day.

ii. Installation Timelines

- a. NBN Co advises that a standard installation should be complete within the following periods:
 - i. nbn[®] FTTN – Urban 19 business days, Rural and Remote 24 business days.

- ii. nbn® FTTC – Urban 25 business days, Rural and Remote 29 business days.
- b. The above installation timelines are approximate only and are not guaranteed by NBN Co.

5. Hardware Requirements

- (a) A compatible high-speed modem/router is required to achieve optimal performance with your new NBN FTTP service. Please be advised that many modems/routers may not be suitable. Please contact us for further information.
- (b) If your premises uses internal ethernet cabling, you should ensure that the cabling can transmit data at the new NBN FTTP speed.

6. Disconnection of Your Existing Service

- (a) If your existing FTTN or FTTC service is connected with us, it will be automatically disconnected within 2 Business Days of your new NBN FTTP service being activated.
- (b) If your existing FTTN or FTTC service is not connected with us, you will need to disconnect the service directly with your service provider once you have connected to our new NBN FTTP service.
- (c) If you are unable to connect to your new NBN FTTP service and a fault with the service is confirmed by us, we will pause the disconnection of your existing NBN service with us until the issue is resolved.
- (d) If you do not connect to your new NBN FTTP service and we are unable to detect a fault, your existing NBN service with us will be cancelled.
- (e) If you have any difficulty connecting to your new NBN FTTP service, please contact us as soon as possible.

7. Other Terms

- (a) NBN Co is responsible for the infrastructure that connects your premises to the NBN network. Our role is to schedule and manage appointments with NBN Co on your behalf. Any matters relating directly to the fibre upgrade installation including the conduct of NBN technicians are managed by NBN Co. For further information please refer to www.nbnco.com.au/support/complaints
- (b) The Offer is not available in all regions and is subject to availability.