

OCCOM – NBN Technology Upgrade Promotion Terms and Conditions- OCTOBER2023V1.8

Terms and Conditions

NBN Technology Upgrade Promotion

This offer applies to customers with a nbn fibre-to-the-node ("FTTN") or nbn fibre-to-the-curb ("FTTC") service and choose to upgrade their nbn technology to nbn fibre-to-the-premises ("FTTP") ("the Upgrade"). The Upgrade is part of the NBN Change of Access Technology (COAT) program.

You are an Eligible Customer for the free Upgrade offer if

1. New connection or new service to Occom.
2. Your address is currently connected to the nbn network via FTTN or FTTC technology that has been identified by NBN Co as being eligible for an upgrade to FTTP.
3. You order an eligible new Occom nbn® plan.

Eligible Plans

Occom Eligible Plans are:

- For FTTN to FTTP:

Superfast	–	100/20 Mbps
Superfast	–	100/40 Mbps
Rocket	–	250/25 Mbps
Lightning	–	1000/50 Mbps
SME (nbn100/20)	–	100/20 Mbps
SME (nbn100/40)	–	100/40 Mbps
SME (nbn250/25)	–	250/25 Mbps
SME (nbn250/100)	–	250/100 Mbps
- For FTTC to FTTP:

Rocket	–	250/25 Mbps
Lightning	–	1000/50 Mbps
SME (nbn250/25)	–	250/25 Mbps

SME (nbn250/100) – 250/100 Mbps

NBN Technology Upgrade Promotion

This offer provides Eligible Customers with a \$0 upgrade from an FTTN or FTTC nbn® connection to a faster FTTP nbn® connection, together with the following promotion on an eligible nbn® plan:

- 2 months free (applied on your 2nd and 3rd invoices)
- \$0 Activation Fee

Upon activation of the service, a deposit of \$200 plus GST will be collected from you. This deposit is refundable and shall be returned to you after a period of twelve (12) months, provided that you have not downgraded to a lower-tier service plan, terminated, or relocated the service within that time frame.

This offer is offered on a non-fixed-term contract and you are free to cancel at any time. However, if the service is cancelled or downgraded within 12 months

- No refund for the \$200 plus GST deposit
- The 2 months' fees will be clawed back

If the service is under a fixed contract term and cancelled within the contract period, a separate **ETF (Early Termination Fee)** will apply, especially if the customer receives a free or discounted modem.

The standard 30-day notice is required for any cancellation requests.

NBN Co determines which premises are eligible for upgrade and whether the required installation is standard or non-standard. This offer is only available for standard installation. Non-standard installation may be subject to additional costs charged by NBN Co. This offer cannot be transferred to another person or party.

The offer is only available once per customer and per premises. If you relocate the address, the offer is not transferable to your new address.

This offer is not valid in conjunction with any other offer or discount.

FTTP Upgrade - Installation Process

For a new FTTP service to be connected, the following steps must be completed:

- **Pre-installation Visit:** OCCOM will arrange for an nbn® technician to assess the outside of your premises. If the pre-installation visit determines that extra infrastructure (e.g. trenching and conduit) is required to complete the installation, then it will not be

considered as a “standard installation.” You will be advised by OCCOM of any additional costs that you are responsible for paying in order to proceed.

- **Installation Appointment:** OCCOM will arrange for an nbn® technician to install the nbn® equipment inside and outside your premises. You, or an authorised person over the age of 18, will need to be present during the installation to give the technician both internal and external access to your premises.

nbn® technicians are managed by NBN Co Limited. Fibre upgrades typically take 2-4 weeks to complete, subject to NBN Co’s availability.

Once your FTTP upgrade is complete, you will need to connect to the new nbn® connection box by using an Ethernet cable and a compatible modem.

If you have an existing FTTN or FTTC service provided by us, this will be automatically disconnected once your new nbn® FTTP service is activated and your modem is successfully connected. If your existing FTTN or FTTC service is supplied by another service provider, you are responsible for cancelling that service with your old provider once your interim nbn® FTTP service is activated otherwise you might need to bear the cost of two services running in parallel.

You must have the owner or the property agent’s approval in writing for the installation before the installation day if you are not the owner of the premises. Minor civil works might need to be involved on the installation day, such as drilling into the property walls or digging into the ground.

General Conditions

If you choose to sign up with us, OCCOM will be your service provider and the provision of your OCCOM nbn® service will be subject to the [Occom Terms and Conditions](#), [Occom nbn® plans Critical Information Summary](#), [Key Fact Sheets: nbn® services](#) and [Occom Fair Use Policy](#).

OCCOM reserves its right to amend, or stop offering, the Upgrade program at any time at its discretion.