

Residential FTTP Upgrade (from FTTN or FTTC)

Plan information

One-off nbn fibre upgrade from FTTN or FTTC to FTTP at eligible premises. An eligible LIVA broadband plan is required and charged separately under its own CIS.

Upgrade monthly charge: not applicable. Standard set-up fee: \$0. Early termination fee for the upgrade: \$0. Additional infrastructure costs are quoted before works proceed; see below.

Minimum term and cancellation

No ongoing minimum term for the upgrade itself. You may cancel installation if you do not accept additional infrastructure costs, provided works have not commenced. The associated broadband plan has its own minimum term and cancellation fees.

For the associated internet plan: At least 30 days' cancellation notice is required under General Terms clause 23.1, subject to the applicable minimum term, approved trial terms, earlier cancellation rights and Australian Consumer Law. Charges for services provided before cancellation takes effect remain payable, subject to refunds and credits. Contact 1300 345 148 or Support. See General Terms for pre-provisioning costs and cancellation/refund exceptions.

Eligibility, installation and additional costs

Availability depends on nbn address qualification. FTTN upgrades require at least 500/50 Mbps. From 1 July 2026, FTTC migration has no minimum speed tier; any eligible plan offered for the upgraded FTTP service may be selected. New FTTC activation is unavailable at addresses required to migrate. Arrange cancellation of an existing FTTC service after FTTP activation unless LIVA confirms otherwise in writing.

An adult aged 18 or over must attend installation. nbn may install external and internal equipment near a power point; an nbn-ready router is required. Allow 2-4 weeks for installation. Extra trenching or conduit costs are payable by you and disclosed before works proceed. There is no data allowance or usage charge for the upgrade itself.

FTTN copper phone services must migrate to IP voice or the number/service may be lost; internal phone sockets may stop working. Where available, retaining a separate existing landline costs \$297; the second line is disconnected 18 months after nbn first became available in the area, which may already have occurred.

Optional Kaspersky Plus trial

If selected, the 10-day trial for 1 user/1 device begins at order acceptance at checkout. Cancel through LIVA before the order-confirmation deadline to avoid conversion to a 12-month licence with a one-time \$25 GST-inclusive charge on the first internet invoice after the trial (or final invoice). Cancelling internet does not automatically cancel this trial. No automatic renewal after the paid term. Device compatibility and third-party terms apply; Australian Consumer Law rights remain.

Billing and other conditions

For the associated internet plan: No base monthly plan payment at signup; equipment and extras payable at checkout are shown separately. Fees are billed monthly in advance from activation. The first authorised automatic payment is normally within 2 calendar days after activation; approved internet trials follow their trial terms. Later payments are due on the renewal date shown on your Bill. Authorised automatic collection is scheduled for that date unless otherwise agreed. Recurring invoices are generally issued at least 10 Business Days before collection. Non-payment, abusive behaviour or breach of terms/fair use may lead to restrictions or cancellation, subject to applicable protections.

Usage, support and complaints

Usage: portal.livatelecom.com.au. Support and payment assistance: 1300 345 148, info@livatelecom.com.au; support hours are published on our website. To complain, contact us or use our Complaints Handling Process. If unresolved, contact the TIO: 1800 062 058 or tio.com.au/making-a-complaint. Financial hardship assistance is free.

Read the accompanying Detailed Service Information and General Terms for the complete offer, installation, billing, trial and cancellation conditions. You can download both the CIS and detailed information from this plan's document page.