

Residential Upgrade Critical Information Summary

Residential FTTP Upgrade (from FTTN or FTTC)

Critical Information Summary

Service to be provided: A one-off upgrade of the nbn® network infrastructure to your premises, converting an existing Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) connection to Fibre to the Premises (FTTP).

Eligibility for the service

To be eligible for this upgrade, you must connect to an eligible nbn® broadband plan.

FTTN to FTTP eligible plans include:

- 500 Mbps / 50 Mbps
- 750 Mbps / 50 Mbps
- 1000 Mbps / 100 Mbps
- 2000 Mbps / 200 Mbps

FTTC to FTTP eligible plans from 1 July 2026 include:

- 25 Mbps / 10 Mbps
- 50 Mbps / 20 Mbps
- 100 Mbps / 20 Mbps
- 500 Mbps / 50 Mbps
- 750 Mbps / 50 Mbps
- 1000 Mbps / 100 Mbps
- 2000 Mbps / 200 Mbps

Information about the service**What is the service?**

This service is nbn®'s upgrade of the access network at your premises from FTTN or FTTC to FTTP.

Where is it available?

This service is available where nbn® has determined that a premises currently served by Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) is eligible for an upgrade to Fibre to the Premises (FTTP).

From 1 July 2026, where a LIVA Telecom order relates to an FTTC address that is required by nbn to migrate to fibre, a new FTTC activation will not be available. The available pathway is an FTTP fibre upgrade, and you

may choose any eligible LIVA Telecom plan available for the upgraded FTTP service. No minimum speed tier applies to the FTTC to FTTP upgrade pathway.

For FTTN to FTTP upgrades, the minimum eligible plan remains 500 Mbps / 50 Mbps.

If there is an active FTTC service at the premises, you are responsible for arranging cancellation of that service with your current provider after the new FTTP service has been activated, unless LIVA Telecom confirms otherwise in writing. This helps avoid unnecessary ongoing billing for the legacy FTTC service.

What do I need to access the service?

You will require the following:

- Where applicable, nbn® will install equipment on the outside and inside of your premises, with internal equipment installed near a power point.
- A person aged 18 years or over must be present at the premises for the installation appointment.
- You will need an NBN-ready modem/router.

Important notes for FTTN customers:

- Your existing copper phone line will be taken over by the nbn® connection.
- You must migrate to an IP-based phone service (internet phone). If you do not, you will lose your current landline phone number and service.
- Internal phone sockets within your premises may be disabled following the upgrade.
- If you have more than one phone line into your property, you can opt for nbn® on one line, and keep your landline on the other, for a service fee of \$297.

Please note that this second line will be disconnected 18 months after nbn® first went live in your area, which may have already occurred depending on your location.

What is included?

Features of this service include:

- An upgraded Fibre to the Premises connection to your residence.

Please allow 2 to 4 weeks for your installation appointment.

Minimum term of the service

This is a one-off upgrade of the network connection to your premises. There is no ongoing minimum term for the upgrade itself.

Cancellation notice and final charges

This summary applies to your associated internet plan. The upgrade installation cancellation conditions are set out below.

You may request cancellation at any time. Under clause 23.1 of the General Terms, at least 30 days' notice is required, subject to your applicable minimum term, approved trial terms and any right to cancel earlier under the General Terms or Australian Consumer Law.

No exit fee does not mean immediate cancellation. Charges for services provided before cancellation takes effect remain payable, subject to applicable refunds and credits. Any plan-specific cancellation fee is stated in the CIS for your associated internet plan.

See the General Terms for cancellation before provisioning, exceptions and refund rights. For help requesting cancellation, call 1300 345 148 or visit Support.

Kaspersky Plus promotional benefit

Eligible customers may choose a 10-day free trial of Kaspersky Plus for 1 user on 1 device. The trial starts when LIVA Telecom accepts the internet order at checkout. There is no Kaspersky charge at checkout.

- Product: Kaspersky Plus
- Free trial: 10 days from order acceptance at checkout
- Users / devices: 1 user / 1 device
- Paid licence after trial: 12 months
- One-time post-trial charge: \$25.00 including GST
- Automatic renewal after paid term: No

Unless the customer cancels the trial through LIVA Telecom before the trial deadline shown in the order confirmation, it converts immediately after the trial to a 12-month paid licence. A one-time charge of \$25 including GST will be added to the first LIVA Telecom internet invoice issued after the trial ends. If the internet service ends after conversion and before that invoice is issued, the charge may appear on the final invoice.

The customer may cancel the Kaspersky trial without charge by contacting LIVA Telecom before the trial deadline. Cancelling the internet service does not remove the need to confirm cancellation of the Kaspersky trial.

The paid 12-month licence does not automatically renew. Kaspersky Plus is an optional third-party product related to the eligible internet plan, not to the fibre infrastructure upgrade itself. The customer is responsible for device compatibility, installation and acceptance of Kaspersky's terms.

Exit fee

There are no exit fees for this service.

Information about pricing

Excess usage

There are no excess usage charges associated with the infrastructure upgrade.

Set-up fee

There is no set-up fee for this service.

Other possible costs

At the time of installation, nbn® may determine that additional infrastructure is required to complete the upgrade, including but not limited to:

- trenching, and
- conduit installation.

If additional infrastructure is required:

- the cost must be paid by the customer, and
- you will be notified before works proceed.

If you do not wish to pay these additional costs, you may cancel your installation, provided no works have commenced.

Changes to your plan

LIVA Telecom may change plan pricing from time to time. If a change is materially detrimental, we will provide at least 30 days' written notice.

Other information

There is no data usage associated with the nbn® fibre upgrade itself. Any usage charges will relate to the broadband service used over the FTTP connection and will be detailed in the Critical Information Summary for that broadband service.

Customer service

LIVA Telecom provides an Australian-based and Overseas customer support team for technical support, account enquiries, and sales assistance. Support hours are published on the LIVA Telecom website.

Complaints

If you are not satisfied with your service, you may follow LIVA Telecom's complaint handling process, available on our website.

Telecommunications Industry Ombudsman (TIO)

If your complaint remains unresolved after following our complaints process, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation:

- Phone: 1800 062 058
- Website: tio.com.au/making-a-complaint

LIVA Telecom

Level 49, 8 Parramatta Square,

Parramatta, NSW 2150

P 1300 345 148

E info@livatelecom.com.au

Billing and automatic payments

No monthly plan payment is required at signup. Any equipment or optional extras payable at checkout are shown separately.

Your first invoice will be issued and emailed when your service is activated. If you have authorised automatic payments, your first monthly plan payment will normally be collected from your authorised saved payment method within two calendar days after activation. Your first payment covers the monthly service period beginning on your activation date.

Monthly plan fees are billed in advance. Your actual service activation date determines your monthly service anniversary; payment-processing dates do not change it. Subsequent monthly plan payments are due on the renewal date shown on your Bill. If you have authorised automatic payments, collection is scheduled for that date, unless otherwise agreed with you.

For subsequent monthly service periods, we will generally send your invoice at least 10 Business Days before the scheduled automatic payment date. Your invoice will show the amount payable, service period, scheduled payment date and payment-assistance contact details.

Where an approved free trial applies, the first monthly payment follows the trial terms.

For payment assistance, call 1300 345 148 or see our Financial Hardship Policy.

Contact & Escalation

Phone 1300 345 148

Email info@livatelecom.com.au

Website livatelecom.com.au

Ombudsman (TIO) 1800 062 058

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