

# Uber Group Ltd Wireless Broadband Disconnection and Relocation Policy

## Disconnection from a 24 month wireless contract connection

The installation fee of \$199 charged on a **24 month wireless broadband contract** represents a substantial discount on the actual cost to Uber Group of supplying hardware and connecting a customer to the Uber wireless broadband service.

If a customer, for whatever reason, disconnects from the Uber wireless broadband service within the 24 month contract period, a disconnection fee will apply.

If the disconnection takes effect within the first six months after the date of installation (based on the anniversary of the date of the month on which installation took place), a disconnection fee of \$450, inclusive of GST, applies.

Thereafter the fee is reduced on a sliding scale at a rate of \$22 per month as detailed below.

### Disconnection fee:

In the first 1, 2, 3, 4, 5 or 6 months after installation	\$450
Within 7 months	\$428
Within 8 months	\$406
Within 9 months	\$384
Within 10 months	\$362
Within 11 months	\$340
Within 12 months	\$318
Within 13 months	\$296
Within 14 months	\$274
Within 15 months	\$252
Within 16 months	\$230
Within 17 months	\$208
Within 18 months	\$186
Within 19 months	\$164
Within 20 months	\$142
Within 21 months	\$120
Within 22 months	\$98
Within 23 months	\$76
Within 24 months	\$60

A reduction or refund of \$50 on any calculated disconnection fee is available on recovery of the Uber Air Gateway or PoE and correct power supply. These items may be found close the place where the cable running to the Uber antenna on your roof, comes in from the outside. You will need to make arrangements for their return to receive the \$50 reduction or refund.

## Relocation

If a customer relocates or moves to another property where Uber broadband is available and the customer wishes to retain the Uber service, a relocation fee (GST inclusive) will apply, as follows:

Customer wishes to stay with existing contract: **\$199**

Customer takes a further 24 month contract from the date of relocation: **\$99**

If Uber broadband service is not available at the new location, a disconnection fee will apply. Uber Group requires 15 working days' notice of the need for disconnection and removal before the property is to be vacated by the customer.

Customers who elect to pay the full installation fee of \$598 at the time of installation and thus have only a one month contract will not be liable for disconnection fees, other than a \$50 fee if the Uber Air Gateway or PoE and correct power supply is not returned to Uber Group. A relocation fee of \$99 will apply on relocation to a new property.