Reach Fibre

Critical Information Summary

Information about the service

Here's a quick summary of all the important information relating to this Reach Fibre. Please be advised that specific pricing will be provided after completing an address service qualification.

What's Included and Excluded?
Your Reach Fibre Internet service includes:
- Static IP Address
- Layer 2

You receive an Unlimited Data Allowance each month. There are no peak or off-peak restrictions on your use and no excess usage charges.

Minimum Term
36 Months

Information about pricing – Premium 1:1

Bandwidth	Monthly Cost	Install Fee	Minimum Over Term
100Mbps/100Mbps	$449	$0	$17,964
200Mbps/200Mbps	$449	$0	$17,964
500Mbps/500Mbps	$499	$0	$25,164
1Gbps/1Gbps	$699	$0	$32,364
4G Failover with Static IP 100/50Mbps	$100	$0	$3600

A service qualification is required to provide final monthly price and minimum cost across the length of the contract. Must be OnNet location.

4G Failover option includes:

- Same Static IP Address as Fibre Service
- Unlimited Data
- Inside NTU meaning no external LTE Equipment Required
- 100/50Mbps Speed on service
(Depending on location external antenna may be required)

Connection Charge
The connection fee may be applicable for this service. This will vary based on the selected contract term.

Early Termination Fees
Early Termination Fees (ETFs) apply if the service is cancelled, disconnected, or ported to another carrier within the contract terms. Unless otherwise specified,

For full terms & conditions see the Next Telecom Terms & Conditions

Other Information

Availability
This service is not available everywhere. This service is delivered using the Telstra Fibre footprint. It is important that a service qualification test is performed before ordering this service.

Ethernet Speeds
Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

Equipment
You may use your own router provided it is compatible with our service; however, this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively, you may purchase your router from us. If you do purchase a router from us we will support, monitor, and manage the router on your behalf.

(Note High Bandwidth throughput when purchasing equipment)

Billing
We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We are here to help
If you have any questions, just call us on 1300 00 NEXT (1300 006 398) so we can serve you better. Or you can visit us at www.nexttelecom.com.au for additional information, including to access information about your usage of the service.

Complaints
you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au/

For instructions on how to access the member portal please call us on 1300 00 NEXT (1300 006 398) so we can serve you better.

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of September 2025