

# Vodafone FibreX Broadband and Home Phone Plans on a 24 month term

## Offer Summary – October 2016



SERVICE OVERVIEW		
<b>Service Description</b>	<p><b>For all Vodafone FibreX broadband plans</b></p> <p>You can select either the FibreX Max or FibreX 200 plan.</p> <p>Free standard broadband connection and wiring installation (worth \$248) and free use of a Vodafone FibreX modem and HomeHub on a fixed contract term.</p> <p>Includes BestMates for home phone; free calling to five favourite NZ mobiles or landlines (up to 2 hours per call).</p> <p><b>On Account Discount</b></p> <p>\$10 off your monthly bill for eligible Vodafone On Account customers</p> <p><b>SKY on Your Vodafone Bill</b></p> <p>If your SKY TV service is charged to your Vodafone account you can get:</p> <ul style="list-style-type: none"> <li>• Free MY SKY every month</li> <li>• No joining fee for standard domestic SKY TV installation (normally \$99) for new to SKY customers.</li> </ul> <p>Minimum SKY package required is SKY Basic (additional cost of \$49.91 per month), and a 12 month term applies.</p> <p><b>Vodafone TV with SKY</b></p> <p>Free Vodafone TV recorder rental each month (normally \$15.00) and free standard TV installation. Minimum SKY package required is SKY Basic (additional cost of \$49.91 per month). 12 month term applies.</p> <p>See Other Requirements section for On Account discount and Vodafone TV details</p>	
<b>Availability</b>	<p>Vodafone FibreX Broadband will be made progressively available across our Cable network in areas of Wellington, Christchurch and Kapiti. Refer to the address checker at <a href="http://vodafone.co.nz/broadband/">vodafone.co.nz/broadband/</a> to see if it's available at your place.</p>	
<b>Service Charge</b>	<p><b>Charge</b></p> <p>\$89.99 per month (\$79.99 with discount*)</p> <p>\$119.99 per month (\$109.99 with discount*)</p>	<p><b>Monthly data allowance</b></p> <p>FibreX 200 Unlimited Broadband data plan.</p> <p>FibreX Max Unlimited Broadband data plan.</p>
	<p>Monthly charge includes 99c telecommunications levy contribution</p> <p>*\$10 discount per month applies when linked to an eligible Vodafone On Account Mobile plan. Prices are current as at 26 October 2016 and are subject to change. To see current pricing visit <a href="http://vodafone.co.nz/FibreX">vodafone.co.nz/FibreX</a>.</p>	
<b>Set Up Charge</b>	<p><b>12 month contract (for selected customers only)</b></p>	<p>Free use of a Vodafone FibreX modem and HomeHub.</p> <p>Free standard broadband connection and wiring (normally \$248).</p> <p><u>Sky with Vodafone - TV installation:</u> No joining fee for standard domestic installation for new SKY customers (normally \$99).</p>

		<u>Vodafone TV with SKY installation:</u> A free standard TV installation applies.
	<b>24 month contract</b>	Free use of a Vodafone FibreX modem and HomeHub.  Free standard broadband connection and wiring (normally \$248).  <u>Sky with Vodafone - TV installation:</u> No joining fee for standard domestic installation for new to SKY customers (normally \$99). <u>Vodafone TV with SKY installation:</u> A free standard TV installation applies.
See 'Other Charges' for additional setup charges which may apply		

<b>Access Type</b>	<p><b>FibreX</b></p> <p>FibreX is a hybrid fibre coaxial network that uses fibre cabling to the local area and coaxial cabling to the home. The FibreX Max plan is the fastest connection available on Vodafone's superfast Gigabit network. But, "Gigabit" describes the network speed capability, and not the actual speed you will experience. Actual user speeds will vary and are affected by various factors including how you're connected to the internet (using a Gigabit Ethernet cable is better than WiFi, which could have a large impact on speed), the hardware and software used, number of devices connected, time of day, and where the data is downloaded from. In really good conditions, we expect you'll get download speeds of 700-900 Mbps and upload speeds of 90-95 on our FibreX Max plan. Speeds on our FibreX 200 plan are up to 200 Mbps download and up to 20 Mbps upload.</p> <p>For full FibreX terms, see <a href="http://vodafone.co.nz/FibreX">vodafone.co.nz/FibreX</a> For more information about access types, click here: <a href="http://www.tcf.org.nz/broadbandtypes">http://www.tcf.org.nz/broadbandtypes</a> For more information about broadband speeds and performance, click here: <a href="http://www.tcf.org.nz/broadbandperformance">http://www.tcf.org.nz/broadbandperformance</a></p>
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#### OTHER INFORMATION

<b>Minimum Contract Period</b>	A 24 month contract term applies. A 12 month contract term may apply to selected customers (open term is not currently available).
<b>Early Termination Fee</b>	If your broadband service is disconnected prior to the completion of the minimum contract period, you will be charged an early termination fee of \$299 for a 24 month contract (or \$199 for a 12 month contract). More details here: <a href="http://www.vodafone.co.nz/legal/terms-conditions/cable-modem-and-connection/">http://www.vodafone.co.nz/legal/terms-conditions/cable-modem-and-connection/</a> . Other early termination fees may apply for other services.
<b>Notice period (cancellation)</b>	One month's minimum notice or any lesser notice period agreed between us applies to all Vodafone Broadband plans.
<b>Other Requirements</b>	<p><b>To sign up, you'll need:</b> Your NZ driver's license or another form of ID acceptable to Vodafone Your account details if moving from another provider</p> <p><b>On Account Discount</b> The discount applies when you link an eligible Vodafone On Account Mobile plan. Visit <a href="http://www.vodafone.co.nz/help/broadband-and-tv/discount-instructions">www.vodafone.co.nz/help/broadband-and-tv/discount-instructions</a> for details.</p> <p><b>Free Vodafone TV recorder rental</b> To receive the free Vodafone TV recorder rental the minimum SKY package required is SKY Basic (\$49.91 per month) and a 12 month term applies. For full terms visit <a href="http://vodafone.co.nz/tv/vodafone-tv">vodafone.co.nz/tv/vodafone-tv</a></p>

	<p><b>SKY on Your Vodafone Bill – Free MY SKY every month</b></p> <p>To receive free MY SKY each month, your SKY TV service must be charged to your Vodafone account. The minimum SKY package required is SKY Basic (\$49.91 per month) and a 12 month term applies.</p> <p>For full terms visit <a href="http://www.vodafone.co.nz/tv/sky-with-broadband/package-discounts/">http://www.vodafone.co.nz/tv/sky-with-broadband/package-discounts/</a></p>
<b>Traffic Management</b>	<p>We have a P2P traffic management policy in place which may influence peer to peer broadband performance if the network is congested as we prioritise other user traffic. Visit <a href="http://vodafone.co.nz/p2ppolicy">vodafone.co.nz/p2ppolicy</a> for more information.</p>
<b>Fair Use</b>	<p>Vodafone does not have a fair use policy for Vodafone FibreX Broadband. Note that all broadband packs (including the Unlimited Broadband Pack) are for standard residential use only and are not to be used for commercial types of activity or purposes. Non-residential, commercial purposes will include (but is not limited to) e.g. selling bandwidth to third parties or running an Internet Service Provider.</p>
<b>Effects on other services</b>	<p><b>Effects on other services</b></p> <p>Your broadband requires mains power to operate. If power is not available (e.g. during a local power outage) the broadband, and any services which run over it, may stop working unless you have battery backup in your home.</p> <p>Services that require a fixed line phone line to work, such as monitored alarms, faxes, medical alerts, the interactive features of SKY digital or PABXs are incompatible with Vodafone FibreX Broadband. Vodafone recommend checking with the provider of any existing phone dependent services.</p> <p>If you use a third party VoIP service over your broadband, this will stop working if there is a problem with your broadband service. This would prevent you from using it to make calls to emergency services.</p>
<b>Other charges</b>	<p>Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc.</p> <p>For more information visit <a href="http://www.vodafone.co.nz/FibreX">www.vodafone.co.nz/FibreX</a></p>
<b>Disputes</b>	<p>Vodafone takes complaints seriously, for information about our customer complaints process visit: <a href="http://vodafone.co.nz/contact/complaints">vodafone.co.nz/contact/complaints</a></p> <p>Vodafone is a member of the Telecommunication Dispute Resolution scheme, a free independent service to help customers resolve disputes - <a href="http://www.tdr.org.nz">www.tdr.org.nz</a>.</p>

All prices quoted are inclusive of GST. This is a summary only.  
Full terms and conditions available at [www.vodafone.co.nz/FibreX](http://www.vodafone.co.nz/FibreX)