



Vodafone Basic Home – 40GB broadband Offer Summary – 5 December 2017

SERVICE OVERVIEW		
Service Description	<p>Home Wireless 40GB broadband plan.</p> <p>Use of the Home Wireless Broadband modem (RRP \$249) is included on open term plans.</p> <p>The Home Wireless Broadband modem must only be used at the location nominated by the customer</p> <p>We have two types of Basic Home plans:</p> <ol style="list-style-type: none"> 1. Basic Home - broadband only. 2. Basic Home with Voice includes calling abilities over your broadband. See how this may affect you in the "Effects on other services" section below <p>On Account Discount</p> <p>\$10 off your monthly bill for eligible Vodafone On Account customers</p>	
Availability	<p>Vodafone Broadband is not available everywhere.</p> <p>Refer to the address checker at vodafone.co.nz/broadband/ for an indication of whether it's available where you are.</p>	
Service Charge	Charge	Plan & Monthly data allowance
	<p>\$49.99 per month (\$39.99 with On Account discount*)</p> <p>Open term</p>	Home Wireless Broadband with 40GB of broadband data
	<p>\$59.99 per month with home phone (\$49.99 with On Account discount*)</p> <p>Open term</p>	Home Wireless Broadband with 40GB of broadband data
	<p>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 16 October 2017 and are subject to change. To see current pricing visit vodafone.co.nz/broadband</p>	
Set Up Charge	Open term	Use of the Vodafone Home Wireless Broadband modem is included (normally \$249). Postage and handling \$14.95
	See 'Other Charges' for additional setup charges which may apply.	
Access Type	<p>Home Wireless Broadband</p> <p>For more information about access types, click here: http://www.tcf.org.nz/broadbandtypes</p> <p>For more information about broadband speeds and performance, click here: http://www.tcf.org.nz/broadbandperformance</p>	



OTHER INFORMATION	
Minimum Contract Period	Open term
Early Termination Fee	No Early Terminations Fee applies to Home Wireless broadband open term plans More details here: vodafone.co.nz/legal/terms-conditions/wireless-broadband/ Other early termination fees may apply for other services.
Modem Charge	If your Home Wireless Broadband service ends for any reason you must return the Modem in good working condition with cables and accessories within 30 days of notifying us of your intention to terminate. If the Modem is not returned within 30 days you will be charged a replacement modem fee of \$249
Notice period (cancellation)	One month's minimum notice or any lesser notice period agreed between us applies to all Vodafone Broadband plans.
Other Requirements	To sign up, you'll need: Your NZ driver's license or other form of identification acceptable to Vodafone. Your account details if moving from another provider On Account Discount The discount applies when you link an eligible Vodafone On Account Mobile plan.
Traffic Management	Our policy is to provide you with the best broadband experience possible, so we won't slow down or throttle your connection. However, in some circumstances (such as in the unlikely event of a network attack) we may be required to take reasonable action to protect our customers and effectively manage our network.
Fair Use	Vodafone does not have a fair use policy for Vodafone Home Wireless Broadband
Effects on other services	Where you have voice calling over broadband 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 including voice calling, including telephone calls to Emergency 111 services, may stop working unless you have battery backup in your home. Services that require a traditional fixed phone line to work, such as monitored medical or home alarms, fax machines, or the interactive features of Sky Digital are incompatible with voice calling over broadband. Vodafone recommend checking with your provider if you have any existing phone dependent services.
Other charges	Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc, or if you do not return the TV recorder. For more information visit vodafone.co.nz/broadband Local and National landline calls are included in the calling bundle for up to two hours at any time. Calls in excess of the two hour per call cap will be charged on a per minute basis thereafter in according with your calling plan. For more information visit vodafone.co.nz/legal/terms-conditions/wireless-broadband/



Disputes	Vodafone takes complaints seriously, for information about our customer complaints process visit: vodafone.co.nz/contact/complaints Vodafone is a member of the Telecommunication Dispute Resolution scheme, a free independent service to help customers resolve disputes - tdr.org.nz
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All prices quoted are inclusive of GST. This is a summary only. The full legal terms and conditions for this plan are available at vodafone.co.nz/legal/terms-conditions/offer-summary/