



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

SERVICE OVERVIEW		
Service Description	<p>Basic Home VDSL 40GB broadband plan</p> <p>On open term, you can purchase the Vodafone Ultra Hub for \$149 plus \$14.95 postage and handling or you can choose to bring your own ADSL2+ capable modem. Standard broadband connection and wiring service fees may apply.</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. 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>On an open term</p>	VDSL with 40GB of broadband data
	<p>\$59.99 per month with home phone (\$49.99 with On Account discount*)</p> <p>On an open term</p>	VDSL 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 5 December 2017 and are subject to change. To see current pricing visit vodafone.co.nz/broadband</p>	
Set Up Charge	Open term	VDSL standard broadband connection (\$101.20)
		A Vodafone Ultra Hub modem may be purchased for \$149 (\$14.95 postage and handling charge applies) or you can choose to bring your own ADSL2+ capable modem.
	See 'Other Charges' for additional setup charges which may apply.	
Access Type	<p>VDSL</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
Early Termination Fee	<p>No Early Terminations Fee applies to open term plans</p> <p>If your broadband service is disconnected prior to the completion of the minimum contract period, you will be charged an early termination fee of \$199 if you were on a 12 month term or \$299 if you were on a 24 month term. More details here: vodafone.co.nz/legal/terms-conditions/modem-and-connection/</p> <p>Other early termination fees may apply for other services.</p>
Notice period (cancellation)	One month's minimum notice or any lesser notice period agreed between us applies to all Vodafone Broadband plans.
Other Requirements	<p>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</p> <p>On Account Discount The discount applies when you link an eligible Vodafone On Account Mobile plan.</p>
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	<p>Vodafone does not have a fair use policy for VDSL</p> <p>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>
Effects on other services	<p>Where you have voice calling over broadband</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 including voice calling, including telephone calls to Emergency 111 services, may stop working unless you have battery backup in your home.</p> <p>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.</p>
Other charges	<p>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</p> <p>For Talk 2, calls to national landlines are zero-rated 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 accordance with your calling plan. For more information visit https://www.vodafone.co.nz/legal/terms-conditions/talk2-for-life-of-plan/</p>
Disputes	<p>Vodafone takes complaints seriously, for information about our customer complaints process visit: vodafone.co.nz/contact/complaints</p> <p>Vodafone is a member of the Telecommunication Dispute Resolution scheme, a free independent service to help customers resolve disputes - tdr.org.nz</p>

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/](https://www.vodafone.co.nz/legal/terms-conditions/offer-summary/)