



Vodafone Ultimate Home - Unlimited broadband

Offer Summary – 5 December 2017

SERVICE OVERVIEW	
Service Description	<p>Vodafone Ultimate Home Unlimited 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+ or Fibre capable modem.</p> <p>Free standard broadband connection available only on a 12 and 24 month term</p> <p>Free Vodafone Ultra Hub modem only on a 12 and 24 month term</p> <p>Ultimate Home is available to customers who can get Fibre, FibreX, VDSL or ADSL at their nominated address.</p> <p>We have two types of Ultimate Home plans</p> <ol style="list-style-type: none">1. Ultimate Home-broadband only.2. Ultimate Home with Voice. With ADSL and FibreX you will have a traditional landline connected, whereas with Fibre and VDSL, this includes calling 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> <p>NEON</p> <p>12 months free NEON</p> <ul style="list-style-type: none">• NEON services will automatically end 12 months after the day your NEON services were activated. If you want to continue NEON after 12 months, you will need to re-activate NEON directly through the NEON website (neontv.co.nz).• If our third party supplier stops providing NEON services that means we can no longer make it available to you, your free services will stop.• NEON Terms and Conditions apply. <p>PC Protect</p> <ul style="list-style-type: none">• Available only on new fibre connections• 3 licenses are included• Only available on Windows systems• Your Vodafone Security - PC Protection licence is with F-Secure which is providing Vodafone Security - PC Protection to you via Vodafone. Vodafone will provide customer services in relation to Vodafone Security - PC Protection as an agent of F-Secure• See here for terms and conditions <p>SKY on Your Vodafone Bill</p> <p>If your SKY TV service is charged to your Vodafone account you can get:</p> <ul style="list-style-type: none">• No joining fee on standard domestic SKY TV installations (normally \$99). <p>Minimum SKY package required is SKY Basic, and a 12 month term applies.</p>
Availability	<p>Vodafone Broadband is not available everywhere.</p> <p>Refer to the address checker at vodafone.co.nz/broadband/</p>



Service Charge	Charge	Plan & Monthly data allowance
	\$104.99 per month (\$94.99 with On Account discount*) On an open term	ADSL, VDSL & Fibre 100 with unlimited broadband data
	\$114.99 per month with home phone (\$104.99 with On Account discount*) On an open term	ADSL, VDSL & Fibre 100 with unlimited broadband data
	\$94.99 per month (\$84.99 with On Account discount*) On 12 month term	ADSL, VDSL, Fibre 100 & FibreX 200 with unlimited broadband data
	\$104.99 per month with home phone (\$94.99 with On Account discount*) On 12 month term	ADSL, VDSL, Fibre 100 & FibreX 200 with unlimited broadband data
	\$94.99 per month (\$84.99 with On Account discount*) On 24 month term	ADSL, VDSL, Fibre 100 & FibreX 200 with unlimited broadband data
	\$104.99 per month with home phone (\$94.99 with On Account discount*) On 24 month term	ADSL, VDSL, Fibre 100 & FibreX 200 with unlimited broadband data
	Includes 99c telecommunications levy contribution *\$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	
Set Up Charge	Open term	Standard broadband connection (\$101.20 for ADSL/VDSL, \$199 for Fibre/FibreX) 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+ or Fibre capable modem.
	12 or 24 month contract	Free Vodafone Ultra Hub WiFi modem (normally \$149, \$14.95 postage and handling charge applies). Free standard broadband connection
	See 'Other Charges' for additional setup charges which may apply.	
Access Type	Fibre	Actual max 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.



	<p>FibreX</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.</p> <p>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 vodafone.co.nz/FibreX</p> <p>Copper ADSL/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	You can choose either a: Open, 12 or 24 month term
Early Termination Fee	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/ Other early termination fees may apply for other services.
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:</p> <p>Your NZ driver's licence or other form of identification acceptable to Vodafone.</p> <p>Your account details if moving from another provider</p> <p>Your SKY account details if moving SKY services to Vodafone TV</p> <p>The consent of the property owner or body corporate if you are not the property owner.</p> <p>To agree to your local fibre company end user terms.</p> <p>On Account Discount</p> <p>The discount applies when you link an eligible Vodafone On Account Mobile plan.</p> <p>SKY on Your Vodafone Bill</p> <p>The minimum SKY package required is SKY Basic (\$49.91 per month)</p> <p>\$99 install fee when customer is new to SKY. Standard installs only and 12 month term applies. For full terms and details visit www.vodafone.co.nz/tv/sky-with-broadband/package-discounts/</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	Vodafone does not have a fair use policy for Vodafone Fibre, FibreX , VDSL and ADSL 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.



Effects on other services	Effects on other services Where you have traditional fixed line calling 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. 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 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 vodafone.co.nz/legal/terms-conditions/talk2-for-life-of-plan/ For Call NZ, calls to national landlines are zero-rated for up to three hours at any time. Calls in excess of the three hour per call cap will be charged on a per minute basis thereafter in accordance with your calling plan. For more information visit vodafone.co.nz/legal/terms-conditions/national-calling-for-life-of-plan/
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

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/