



# Vodafone Ultimate Home - Unlimited broadband (VDSL, Fibre, FibreX).

Offer Summary – 31<sup>st</sup> August 2018

SERVICE OVERVIEW	
<b>Service Description</b>	<p>Vodafone Ultimate Home Unlimited broadband plan.</p> <p>Ultimate Home is available to customers who can get Fibre, FibreX, or VDSL at their nominated address.</p> <p>We have two types of Ultimate Home plans</p> <ol style="list-style-type: none"><li>1. Ultimate Home-broadband only (Naked broadband).</li><li>2. Ultimate Home with Voice. With 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.</li></ol> <p><b>Vodafone TV Intro</b></p> <p>Vodafone TV Intro included with Fibre, FibreX and VDSL (minimum speed required) Ultimate Home plans on 12 or 24 month term.</p> <ul style="list-style-type: none"><li>• Includes access to free to air content only.</li><li>• Sky content excluded.</li><li>• Content, features and functionality vary according to subscription type.</li><li>• Vodafone TV Intro Terms and Conditions <a href="#">apply</a>.</li><li>• Compatible TV required, this must plug into your Vodafone TV box and modem.</li></ul> <p><b>PC Protect</b></p> <ul style="list-style-type: none"><li>• Available only on new Fibre connections only/</li><li>• 3 licenses are included</li><li>• Only available on Windows systems</li><li>• 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</li><li>• See <a href="#">here</a> for terms and conditions</li></ul> <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>• No joining fee on standard domestic SKY TV installations (normally \$99).</li></ul> <p>Minimum SKY package required is SKY Basic, and a 12 month term applies.</p>
<b>Availability</b>	<p>Vodafone Broadband is not available everywhere.</p> <p>Refer to the address checker at <a href="http://vodafone.co.nz/broadband/">vodafone.co.nz/broadband/</a></p>



		<i>Term</i>			
		<b>12 month</b>	<b>24 month</b>	<b>Open</b>	
	<b>Naked</b>	VDSL, Fibre 100 Unlimited	\$94.99	\$94.99	\$104.99
		Fibre Max Unlimited	\$124.99	\$124.99	\$134.99
		FibreX 200 Unlimited	\$94.99	\$94.99	-
		FibreX Max Unlimited	\$114.99	\$114.99	-
	<b>Broadband &amp; Voice</b>	VDSL, Fibre 100 Unlimited	\$104.99	\$104.99	\$114.99
		Fibre Max Unlimited	\$134.99	\$134.99	\$144.99
		FibreX 200 Unlimited	\$104.99	\$104.99	-
		FibreX Max Unlimited	\$124.99	\$124.99	-
		<p>Monthly charge includes 99c telecommunications levy contribution.</p> <p>Monthly price for broadband with voice includes a \$10 voice charge.</p> <p>\$10 monthly discount applies when linked to an eligible Vodafone On Account mobile plan. Prices are current as at 31 August 2018 and are subject to change. To see current pricing visit <a href="http://vodafone.co.nz/broadband">vodafone.co.nz/broadband</a></p>			
<b>Set Up Charge</b>	<b>12 or 24 month contract</b>	<p>Free standard broadband connection.</p> <p>Free Vodafone Ultra Hub WiFi modem (normally \$149). If you are a new to Vodafone broadband customer signing up to Ultimate Home Fibre you will get a free Vodafone Ultra Hub Plus modem (normally \$249).</p> <p>\$14.95 modem postage and handling charge applies</p>			
	<b>Open term</b>	<p>Standard broadband connection - \$101.20 for VDSL and \$199 for Fibre/FibreX.</p> <p>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. If you are signing up to Fibre, you also have the option of purchasing the Vodafone Ultra Hub Plus for \$249 (\$14.95 postage and handling charge applies).</p>			
		See 'Other Charges' for additional setup charges which may apply.			
<b>Access Type</b>	<p><b>Fibre</b></p> <p>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> <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.</p> <p>Actual user speeds will vary and are affected by various factors including how you're</p>				



	<p>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></p> <p><b>VDSL</b></p> <p>For more information about access types, click here: <a href="http://www.tcf.org.nz/broadbandtypes">http://www.tcf.org.nz/broadbandtypes</a></p> <p>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>
<b>OTHER INFORMATION</b>	
<b>Minimum Contract Period</b>	You can choose either a: Open, 12 or 24 month term
<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 \$199 if you were on a 12 month term or \$299 if you were on a 24 month term. More details here: <a href="http://vodafone.co.nz/legal/terms-conditions/modem-and-connection/">vodafone.co.nz/legal/terms-conditions/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></p> <p>Your NZ driver's licence or other form of identification acceptable to Vodafone. Your account details if moving from another provider. Your SKY account details if moving SKY services to Vodafone TV. The consent of the property owner or body corporate if you are not the property owner. To agree to your local fibre company end user terms.</p> <p><b>SKY on Your Vodafone Bill</b></p> <p>The minimum SKY package required is SKY Basic (\$49.91 per month) \$99 install fee when customer is new to SKY. Standard installs only and 12 month term applies. For full terms and details visit <a href="http://www.vodafone.co.nz/tv/sky-with-broadband/package-discounts/">www.vodafone.co.nz/tv/sky-with-broadband/package-discounts/</a></p>
<b>Traffic Management</b>	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.
<b>Fair Use</b>	Vodafone does not have a fair use policy for Vodafone Fibre, FibreX or VDSL Broadband.  Note that all broadband plans (including the Unlimited Broadband plan) 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.  A Fair Use Policy applies to the 4G/3G connect and mobile back up services available on the Ultra Hub Plus modem. See <a href="http://vodafone.co.nz/legal/terms-conditions/residential-fixed">vodafone.co.nz/legal/terms-conditions/residential-fixed</a> .
<b>Effects on other services</b>	<p><b>FibreX – traditional fixed line calling</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><b>VDSL and Fibre - voice calling over broadband</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 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>
<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, or if you do not return the TV recorder. For more information visit <a href="https://www.vodafone.co.nz/broadband">vodafone.co.nz/broadband</a></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 <a href="https://www.vodafone.co.nz/legal/terms-conditions/talk2-for-life-of-plan/">vodafone.co.nz/legal/terms-conditions/talk2-for-life-of-plan/</a></p> <p>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 <a href="https://www.vodafone.co.nz/legal/terms-conditions/national-calling-for-life-of-plan/">vodafone.co.nz/legal/terms-conditions/national-calling-for-life-of-plan/</a></p>
<b>Disputes</b>	<p>Vodafone takes complaints seriously, for information about our customer complaints process visit: <a href="https://www.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="https://tdr.org.nz">tdr.org.nz</a></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 <https://www.vodafone.co.nz/broadband/internet-plans/>