

Vodafone Unlimited - Fibre Broadband

Offer Summary – 29 May 2020

SERVICE OVERVIEW																																															
Service Description	<p>Unlimited Fibre Broadband.</p> <p>Available to customers who can get Fibre at their nominated address.</p> <p>There are four Unlimited Broadband plans available on Fibre:</p> <ul style="list-style-type: none"> • Unlimited Fibre Broadband • Unlimited Fibre Broadband with voice calling over broadband • Ultimate Home – Fibre Broadband with Vodafone TV Intro package. • Ultimate Home – Fibre Broadband with voice calling over broadband and Vodafone TV Intro package. <p>Voice calling over broadband (VoIP) is the latest in phone line technology. VoIP stands for “Voice over Internet Protocol”. If you have an existing traditional copper landline connected this will be replaced by voice calling over broadband. See how this may affect you in the “Effects on other services” section below.</p> <p>Ultimate Home Fibre Broadband with Vodafone TV package includes:</p> <ul style="list-style-type: none"> • Includes one Vodafone TV box with access to free to air content only (SKY content excluded). • Content, features and functionality vary according to subscription type. • Vodafone TV Intro Terms and Condition apply. • Compatible TV required, this must plug into your Vodafone TV box and modem. <p>Unlimited broadband is for residential use only.</p>																																														
Availability	<p>Vodafone Broadband is not available everywhere.</p> <p>Visit vodafone.co.nz/broadband/ and check what’s available at your place.</p>																																														
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Set Up Charge	<p>Free standard broadband setup (worth \$199.00 for Fibre) and modem (RRP \$149.00) when you sign up on a 12 or 24 month contract.</p> <p>Note that a modem postage and handling fee of \$14.95 applies to all modems supplied.</p> <p>See 'Other Charges' for additional setup charges, which may apply.</p>																																														
Access Type	<p>Fibre</p> <p>For more information about access types, visit http://www.tcf.org.nz/broadbandtypes</p>																																														
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Minimum Contract Period	You can choose from either, 12-month, 24-month or open term contract.																																														
Early Termination Fee	<p>An Early Termination Fee will apply if you choose to disconnect or downgrade to a lower value broadband plan before the end of your contract term.</p> <p>If you joined Vodafone unlimited broadband from 26 February 2020, a graduated early termination fee will apply:</p> <p>\$199 early termination fee applies to a 12-month term and will reduce by \$50 every three months.</p> <p>\$299 early termination fee applies to a 24-month term and will reduce by \$40 every three months.</p>																																														
Sure 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 use Vodafone voice calling over broadband, you'll need to use the latest Vodafone modem we've sent you and check your phone is capable of making calls over broadband (VoIP capable).</p> <p>Vodafone voice calling over broadband service won't work on other modems.</p>																																														
Traffic	Our policy is to provide you with the best broadband experience possible, so we won't																																														

Management	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, VDSL or ADSL broadband Note: All broadband plans (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	Your broadband requires mains power and an active broadband connection to work. If power is not available (e.g. during a local power outage) the broadband, and any services which run over it including voice calling over broadband will not work. This includes all calls, even emergency calls to 111. We recommend keeping your modem switched on and having a charged mobile phone ready to use as a backup in case of a power cut unless you have a battery back up at home. Most systems such as monitored medical, security or other alarms should work with voice calling over broadband, but some don't. Therefore, it's important that you call the company that monitors your alarm to ask if their service will work with voice calling over broadband. If not, they may be able to find an alternative for you before you switch to voice calling over broadband. Other services that require a traditional fixed phone line to work, such as older fax machines, faxibility 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 installation, or if you do not return your Vodafone TV equipment. Additional voice calling over broadband charges may include charges phone calling features and calls in excess of the two hour per call cap. For more information visit https://www.vodafone.co.nz/home-phone/calling-features/
Disputes	Information about our process for customer complaints is available here: https://www.vodafone.co.nz/contact/feedback/ If we are unable to resolve your concern, you are free to contact the Telecommunication Dispute Resolution Scheme (TDR). For more information on the TDR, please visit the TDR website

All prices quoted are inclusive of GST. This is a summary only. The full legal terms and conditions for these plans are available at <https://www.vodafone.co.nz/legal/terms-conditions/residential-fixed/>