

# Vodafone Unlimited – UltraFast HFC Broadband

## Offer Summary – 28 October 2020

SERVICE OVERVIEW																																																	
<b>Service Description</b>	<p>Unlimited UltraFast HFC Broadband. UltraFast HFC is Vodafone's hybrid fibre coaxial network that uses DOCSIS 3.1 technology for high-speed data.</p> <p>Available to customers who can get HFC at their nominated address.</p> <p>There are four Unlimited Broadband plans available on HFC:</p> <ul style="list-style-type: none"> <li>• Unlimited UltraFast HFC Broadband</li> <li>• Unlimited UltraFast HFC Broadband with voice calling over broadband</li> <li>• Ultimate Home UltraFast HFC Broadband with Vodafone TV Intro package</li> <li>• Ultimate Home UltraFast HFC Broadband with voice calling over broadband and Vodafone TV Intro package</li> </ul> <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 UltraFast HFC Broadband with Vodafone TV Intro includes:</p> <ul style="list-style-type: none"> <li>• One Vodafone TV box with access to free to air content only (SKY content excluded).</li> <li>• Content, features and functionality vary according to subscription type.</li> <li>• Vodafone TV Intro Terms and Condition apply.</li> <li>• Compatible TV required; this must plug into your Vodafone TV box and modem.</li> </ul> <p>Unlimited broadband is for residential use only.</p>																																																
<b>Availability</b>	<p>Vodafone Broadband is not available everywhere.</p> <p>Visit <a href="http://vodafone.co.nz/broadband/">vodafone.co.nz/broadband/</a> and check what's available at your place.</p>																																																
<b>Service Charge</b>	<table border="1"> <thead> <tr> <th colspan="4">Unlimited Broadband only</th> </tr> <tr> <th>Data</th> <th>Speed</th> <th>Open Term</th> <th>12 month Term</th> </tr> </thead> <tbody> <tr> <td>Unlimited</td> <td>HFC Max</td> <td>\$88.99</td> <td>\$92.99</td> </tr> <tr> <th colspan="4">Unlimited Broadband with Voice calling over broadband</th> </tr> <tr> <th>Data</th> <th>Speed</th> <th>Open Term</th> <th>12 month Term</th> </tr> <tr> <td>Unlimited</td> <td>HFC Max</td> <td>\$98.99</td> <td>\$102.99</td> </tr> <tr> <th colspan="4">Ultimate Home Broadband only</th> </tr> <tr> <th>Data</th> <th>Speed</th> <th>Open Term</th> <th>12 month Term</th> </tr> <tr> <td>Unlimited</td> <td>HFC Max</td> <td>\$107.99</td> <td>\$97.99</td> </tr> <tr> <th colspan="4">Ultimate Home Broadband with Voice calling over broadband</th> </tr> <tr> <th>Data</th> <th>Speed</th> <th>Open Term</th> <th>12 month Term</th> </tr> <tr> <td>Unlimited</td> <td>HFC Max</td> <td>\$117.99</td> <td>\$107.99</td> </tr> </tbody> </table>	Unlimited Broadband only				Data	Speed	Open Term	12 month Term	Unlimited	HFC Max	\$88.99	\$92.99	Unlimited Broadband with Voice calling over broadband				Data	Speed	Open Term	12 month Term	Unlimited	HFC Max	\$98.99	\$102.99	Ultimate Home Broadband only				Data	Speed	Open Term	12 month Term	Unlimited	HFC Max	\$107.99	\$97.99	Ultimate Home Broadband with Voice calling over broadband				Data	Speed	Open Term	12 month Term	Unlimited	HFC Max	\$117.99	\$107.99
Unlimited Broadband only																																																	
Data	Speed	Open Term	12 month Term																																														
Unlimited	HFC Max	\$88.99	\$92.99																																														
Unlimited Broadband with Voice calling over broadband																																																	
Data	Speed	Open Term	12 month Term																																														
Unlimited	HFC Max	\$98.99	\$102.99																																														
Ultimate Home Broadband only																																																	
Data	Speed	Open Term	12 month Term																																														
Unlimited	HFC Max	\$107.99	\$97.99																																														
Ultimate Home Broadband with Voice calling over broadband																																																	
Data	Speed	Open Term	12 month Term																																														
Unlimited	HFC Max	\$117.99	\$107.99																																														

	<p>Broadband with voice includes a voice calling over broadband charge of \$10 per month with free calls to NZ landlines (2-hour limit per call applies).</p> <p>You can get a \$10 discount off your Vodafone broadband bill each month - when you link an eligible On Account mobile to your home broadband account.</p> <p>Prices are current as at 28 October 2020 and are subject to change.</p> <p>To see in market pricing and current promotions visit <a href="http://www.vodafone.co.nz/broadband">www.vodafone.co.nz/broadband</a></p>	
<b>Set Up Charge</b>	<b>Open term contract</b>	<p>Includes a one-off charge of \$149.00 for a Vodafone modem</p> <p>Free standard broadband setup (worth \$199.00 for UltraFast HFC)</p>
	<b>12 month term contract</b>	<p>Vodafone modem included (RRP \$149.00)</p> <p>Free standard broadband setup (worth \$199.00 for UltraFast HFC)</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>	
<b>Access Type</b>	<p>UltraFast HFC</p> <p>HFC is a hybrid fibre coaxial network that uses fibre cabling to the local area and coaxial cabling to the home. The HFC 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 good conditions, we expect you'll get download speeds of 700-900 Mbps and upload speeds of 90-95 on our HFC Max plan. Speeds on our HFC 200 plan are up to 200 Mbps download and up to 20 Mbps upload.</p> <p>For full HFC terms, see <a href="https://www.vodafone.co.nz/broadband/ultra-fast-hfc">https://www.vodafone.co.nz/broadband/ultra-fast-hfc</a></p> <p>For more information about access types, visit <a href="http://www.tcf.org.nz/broadbandtypes">http://www.tcf.org.nz/broadbandtypes</a></p>	
<b>OTHER INFORMATION</b>		
<b>Minimum Contract Period</b>	You can choose from either, Open or 12-month term contract.	
<b>Early Termination Fee</b>	<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>	
<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>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> <p>Our UltraFast HFC Broadband plans <u>do not</u> include a 'bring your own modem' option.</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, HFC, 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.
<b>Effects on other services</b>	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.
<b>Other charges</b>	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 <a href="https://www.vodafone.co.nz/home-phone/calling-features/">https://www.vodafone.co.nz/home-phone/calling-features/</a>
<b>Disputes</b>	Information about our process for customer complaints is available here: <a href="https://www.vodafone.co.nz/contact/feedback/">https://www.vodafone.co.nz/contact/feedback/</a>  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 <a href="#">TDR website</a>

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/>