



# Fibre Broadband with home phone – FibreMax Six Months Free Broadband Offer Offer Summary – 8 December 2021

## Service Overview

**Service Description** Fibre Broadband is a faster broadband service for residential customers.

When your house is connected to our network via a fibre optic connection, the throughput is both higher, and of a better consistency, than DSL broadband. This means that fibre will deliver a faster speed.

The FibreMax package we offer is:  
A Fibre Broadband connection and Home Phone bundle.

With this package you'll get a landline and a phone number as well as your broadband. The landline connects you to the public phone network so you can make local, national, international and mobile calls from your home phone.

With your Fibre Broadband you will have a variety of calling rates with Tolls free calling areas to choose from. For more details [click here](#)

If you select the FibreMax package with the Six Months Free Broadband offer described below, you will also need to take power services from us at the address where you have your fibre broadband connection.

**Availability** Fibre is not available everywhere in New Zealand. Fibre is becoming available to more and more people and communities each day. To see if fibre is available to you, check your address at [click here](#)

Alternatively, you can check availability of services when signing up via our website or by calling our friendly team on **0800 87 87 87**.

Service Charge	Monthly Data Allowance:	Charge:	Benefits:
	Unlimited	<b>With Power on a 12 month bundle offer</b> (Includes Broadband Bundle Discount of \$15 which applies as long as you keep an energy service with Trustpower)  \$0 per month for the first 6 months  then \$124 per month**	<ul style="list-style-type: none"> <li>&gt; Free Caller ID</li> <li>&gt; Wireless router included (\$14.95 postage and handling applies) or choose to use your own router*</li> <li>&gt; Free transfer from your current internet provider</li> </ul>

\* Please be aware that use of an incompatible router is likely to degrade the performance of your broadband service.  
 \*\* At the end of the Fixed Term, the Service Charge is subject to change on 30 days' notice.

The Six Months Free Broadband offer is only available to new residential customers who join Trustpower for power and broadband services at the same address on a 12 month contract. Customers joining on this offer will receive the first six months of their chosen broadband plan at no charge.

Note: Customer cannot reduce their fibre speed during the term.

For more information [click here](#)

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**Additional Data Charges**

With unlimited data broadband, there will be no additional data charges.

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**Set Up Charges**

No upfront installation charge for standard fibre. However, if your home is more than 200m from where the fibre cable access point is on the street, or you need additional in-house wiring installed, there may be an additional installation cost.

If you cancel your fibre services after the Local Fibre Company has commenced an installation process, but before your services are live, charges may apply.

For more information about the installation process [click here](#)

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## Broadband Performance

**Performance**

Plan	Average Peak download speed	Average Peak upload speed	Data allowance
FibreMax	807Mbps*	506Mbps*	Unlimited

\* Industry average speeds for FibreMax at peak times (source MBNZ Spring Report 2021). You may experience a higher or lower speed than this. Factors that may influence your speed include the device you are using and its capabilities, your operating system and web-browser, if you're connecting wirelessly to your router, and, the number of devices connecting via WiFi. If you have a router supplied by Trustpower, this router is capable of providing the estimated peak time average speeds, subject to the other factors described above. If you are using a router not supplied by Trustpower, you may not receive the stated speeds.

See [Measuring Broadband NZ](#) for independent information on broadband performance across different providers, services and technologies.

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**Access Type**

Fibre Broadband

For more information about the different access types [click here](#)

For more information about broadband speeds and performance [click here](#)

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## Other Information

**Minimum Contract Period**

There is a 12 month contract term for this Trustpower power, phone and broadband plan. For more details [click here](#)

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**Early Termination Fee**

There is a \$550 exit fee which is payable only once during the Term if the bundle is broken by switching or terminating your power, phone and/or broadband services.

For more details [click here](#)

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**Notice Period**

After the end of the Fixed Term, you can terminate the service on 5 Working Days' notice. For information on our Terms and Conditions [click here](#)

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**Other Requirements**

**Please note:** The Six Months Free Broadband offer is available in conjunction with certain other offers. Eligibility criteria and terms and conditions apply.

For more details [click here](#)

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## Traffic Management

Trustpower customers on unlimited data plans are currently not shaped in any way.

From a connectivity point of view, unlimited data plans are treated in exactly the same way as limited or capped plans.

Generally our peak traffic times are between 3:30pm and 11:00pm. Customers may experience congestion during these periods.

At peak times there may be congestion on the network however, we are always working to provide the best possible service we can

We do, however, reserve the right to apply traffic management policies to customers on unlimited data plans should this become required in the future.

Trustpower customers on unlimited data plans are not subject to a Fair Use policy.

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## Effects on other services

Your broadband service 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.

This means your Trustpower landline will stop working if there is a problem with your broadband service, including if there is a power outage. This would prevent you from using your landline to make emergency calls to 111. Services such as (but not limited to) Medical and Security Alarms may also stop working. It is your responsibility to check with the provider of those services to make sure they will operate under such circumstances.

In the event of a power failure, you will require an alternative means of contacting emergency services such as a mobile phone, unless you have a battery back up at home.

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## Other charges

This Fibre Broadband plan comes with a landline. Your local calls are free.

Any calls made to national, international, mobile and 0900 numbers will be charged at their standard rate. We do have additional calling packages available for national, mobile and some international destinations.

As set out in "Set Up Charges" above, additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc.

For your Six Month Free Broadband bundle, power (and gas, if applicable) charges will apply for your energy services.

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## Disputes

At Trustpower, we value customer feedback and take care to address complaints.

For information about our customer complaints process please [click here](#)

Trustpower is a member of the Telecommunication Dispute Resolution scheme, a free independent service to help customers resolve disputes.

For more information [click here](#)

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## All prices quoted are inclusive of GST.

This is a summary only. To see the full legal Terms and Conditions for this plan [click here](#)