



Fibre Broadband with home phone – FibreMax Six Months Free Broadband Offer Offer Summary – 21 July 2022

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:

Unlimited

Charge:

With Power on a 12 month bundle offer

(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 \$114 per month*

* 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](#)

Additional Data Charges

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

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](#)

You will need to supply your own router for this service.

You may choose to purchase an eero router from Trustpower. Trustpower's standard purchase terms are deferred payment of \$7.50 per unit per month, over 24 months. If you terminate your fibre broadband service with Trustpower before you have made all 24 monthly router payments, you will need to pay the outstanding balance. If you would like to purchase an eero with an upfront payment, you will need to call the Trustpower contact centre on 0800 87 87 87. A one-off postage and handling fee of \$14.95 applies to all routers purchased from Trustpower. For Equipment purchase terms, [click here](#).

Broadband Performance

Performance

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. For more information on factors that may influence your speed [click here](#)

If you have purchased an eero router from Trustpower, this router is capable of providing the estimated peak time average speeds, subject to the other factors described above. If you choose to supply your own router, this must meet the specifications for a router compatible with Trustpower's fibre service. These specifications are available at www.trustpower.co.nz/fibre-BYOD-specs. Using a non-compatible router means you may not be capable of receiving the stated speeds for Trustpower's FibreMax service.

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

Access Type

Your access type will be Fibre Broadband

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

Other Information

Minimum Contract Period

There is a 12 month contract term for this Trustpower power and broadband plan. This Term starts at the end of any "cancellation period" that applies to you, or when your chosen broadband and power services have both been connected with Trustpower, whichever is the later.

Early Termination Fee

There is a \$250 exit fee which is payable only once during the Term if the bundle is broken by switching to a new provider or terminating your power and/or broadband services.

For more details [click here](#)

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](#)

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](#)

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.

Service Restrictions

Trustpower does not currently have any service restrictions.

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.

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.

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](#)

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](#)