



VDSL Broadband with home phone Six Months Free Broadband Offer Offer Summary – 8 December 2021

Service Overview

Service Description

VDSL is our faster broadband service for residential customers.

Like ADSL, it connects your home to our network via a copper connection to your house. But because it runs at a higher frequency, the throughput of your connection is also generally higher. That usually means better speed as well.

The VDSL offer we have is:

A VDSL Broadband connection and Home Phone bundle.

You'll get a landline for your phone 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 VDSL 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 VDSL 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 VDSL broadband connection.

Availability

VDSL Broadband is not available everywhere in New Zealand. Availability and speed of VDSL will depend on several factors, including the distance between you and the exchange, the state of the copper wires, line attenuation and any noise on the line.

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 \$99 per month**

Benefits:

- > Wireless router included (\$14.95 postage and handling applies) or choose to use your own router*
- > Free transfer from your current internet provider

* 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 must remain on our unlimited data VDSL broadband plan for the term. For more information [click here](#)

Additional Data Charges

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

Set Up Charges

If you do not already have an active phone and/or broadband connection there is a connection fee (minimum connection fee \$63). If a technician is dispatched to the property or exchange in order to complete the connection there may be further charges up to \$263.53. Should additional non-standard work be required to complete your connection, a quote will be provided.

Broadband Performance

Performance

Plan	Average Peak download speed	Average Peak upload speed	Data allowance
VDSL	38Mbps*	10Mbps*	Unlimited

*Industry average speeds for VDSL at peak times (source MBNZ Spring Edition 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.

Access Type

VDSL

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

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

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](#)

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](#)

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 broadband 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.

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 may 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 may require an alternative means of contacting emergency services such as a mobile phone, unless you have a battery back up at home. If you have a corded phone which does not require AC power, this should work during power outages for some time.

Other charges

This Package 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.

Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at the time of connection etc.

Please see our Phone and Internet Terms and Conditions. For more details [click here](#)

For your Six Months 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](#)