



Standard Broadband with home phone – ADSL Offer Summary – 15 November 2018

Service Overview

Service Description

ADSL is our standard broadband service. It's delivered over a copper line. We offer two plans for ADSL – 100GB or Unlimited Data.

The ADSL offer we have is:

An ADSL 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 ADSL broadband you will have a variety of calling rates with Tolls free calling areas to choose from. For more details [click here](#)

Availability

Our ADSL Broadband services are available in almost all areas of New Zealand. As long as there are copper phone lines in your area and to your property, you will most likely be able to get broadband as well.

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: With Power (Includes Bundle Discount)	Charge: Without Power	Benefits:
100GB	\$84 per month	\$99 per month	<ul style="list-style-type: none"> > Wireless modem included (\$14.95 postage and handling applies) or choose to use your own modem > Free transfer from your current internet provider
Unlimited	\$94 per month	\$109 per month	

Additional Data Charges

With our 100GB ADSL Broadband plan you have three options once you reach your monthly data allowance:

1. Setting up an auto purchase feature. Once you reach your monthly data cap, you'll automatically be issued extra data. Our auto purchase data allowance ranges from 0.5GB to 10GB (Please note – auto purchases are not available on all plans).
2. You can choose to purchase more data as you go, this can be done anytime via our website.
3. You can do nothing and then your connection will slow down to 256KB/128KB until the next month data allowance kick in.

We'll send you an email once you reach 80% of your monthly data allowance, and again once you reach 100%.

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

Access Type

ADSL

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 on Trustpower phone and internet plans.

Early Termination Fee

If you switch any of your Trustpower Double Play Phone and Internet Broadband services to another provider, or terminate any of these services, during the Term, the exit fee will be \$95.

Notice Period

For information on our Terms and Conditions [click here](#)

Other Requirements

Bundle Discount

To be eligible for the Bundle Discount you must sign up for a phone and broadband plan, as well as receiving power and/or gas from Trustpower.

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.

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.

For phone services, if you have a corded phone which does not require AC power, this should work during power outages for some time.

This means services such as (but not limited to) Medical and Security Alarms or EFTPOS may stop working. It is your responsibility to check with the provider of existing services to make sure they will operate under such circumstances.

Other charges

These Double Play Packages come 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](#)

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](#)