



Fibre Broadband with home phone – FibreMax Offer Summary – 12 May 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 ADSL 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](#)

Availability

Fibre Broadband 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

(The per month prices are shown after Trustpower's \$15 Broadband Bundle Discount has been applied. This applies as long as you keep an energy service with us.)

\$114 per month**

Charge: Without Power

\$129 per month**

Benefits:

- > Free Caller ID
- > 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.

** The Service Charge is subject to change on 30 days' notice.

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](#)

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 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 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 no minimum contract period on this plan.

Early Termination Fee

There is no early termination fee on this plan.

Notice Period

You can terminate the service on 5 Working Days' notice. For information on our Terms and Conditions [click here](#)

Other Requirements

Broadband Bundle Discount

To be eligible for the Broadband 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 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 more details please see our Phone and Internet Terms and Conditions [click here](#)

Power and gas (if applicable) charges will apply for your energy services if you receive these through Trustpower.

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](#)