



# Fibre Broadband – Naked 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:  
 Naked Fibre Broadband – this is a fibre broadband connection without a home phone line.

**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:	Charge: With Power <small>(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.)</small>	Charge: Without Power	Benefits:
	Unlimited	\$109 per month**	\$124 per month**	<ul style="list-style-type: none"> <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.  
 \*\* 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 FibreClassic 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 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 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

Naked broadband does not have a landline, so there will be no calling or additional phone charges.

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.

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

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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](#)