



# Faster Broadband with home phone – VDSL Offer Summary – 15 November 2018

## 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 Broadband package we offer is:

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

### Availability

VDSL Broadband is not available everywhere in New Zealand. Availability and speed of VDSL will depend 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:	Charge: With Power (Includes Bundle Discount)	Charge: Without Power	Benefits:
100GB	\$84 per month	\$99 per month	<ul style="list-style-type: none"> <li>&gt; Wireless modem included (\$14.95 postage and handling applies) or choose to use your own modem</li> <li>&gt; Free transfer from your current internet provider</li> </ul>
Unlimited	\$94 per month	\$109 per month	

### Additional Data Charges

With our 100GB VDSL 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

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 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.

If you are on Naked Broadband you will no longer have a dial tone. 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.

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## 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.

For new phone connections, some additional fees may apply. A broadband wiring charge of \$150 may apply if, for example, you have an alarm or more than five phone jack-points in use.

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](#)

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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](#)