



VDSL Broadband with home phone Offer Summary – 12 May 2022

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

(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.)

Charge: Without Power

Unlimited

\$104 per month*

\$119 per month*

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

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

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](#)

You will need to supply your own router. Your router must meet the specifications for a router compatible with Trustpower's VDSL service. These specifications are available at www.trustpower.co.nz/BYOD-specs. Using a non-compatible router means you may not be capable of receiving the stated speeds for Trustpower's VDSL 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 VDSL.

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 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.

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

These plans 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.

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](#)