



Wireless Broadband with home phone Offer Summary – 31 July 2020

Service Overview

Service Description Wireless Broadband connects your home through a 4G wireless connection. We offer four plans for wireless broadband – 60GB, 120GB, 300GB Urban and 300GB Rural.

The wireless broadband offer we have is:
A wireless broadband connection and Home Phone line.

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

Availability Wireless Broadband is only available in rural and urban areas where applicable 4G coverage and capacity are available. 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:	Charge:
		With Power <small>(Includes Broadband Bundle Discount)</small>	Without Power
	60GB	\$79 per month	\$94 per month
	120GB	\$89 per month	\$104 per month
	300GB Urban	\$99 per month	\$114 per month
	300GB Rural	\$149 per month	\$164 per month

Additional Data Charges Additional data packs are available and charged at \$10 for 10GB. Data packs are either automatically or manually applied. A one off 10GB data pack is automatically applied when the full monthly data allowance is consumed (if no manual data packs have been added already, otherwise it will activate after the manually added data pack has been consumed). There is only one automatically applied data pack available per month. There are 4 manual data packs available for purchase per month for the 60GB and 120GB plans, and 2 manual data packs per month for the 300GB plans. Data packs are available for use for 30 days from purchase.

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

Set Up Charges

You'll get a free standard connection.

A modem postage and handling fee of \$14.95 applies to all new modems supplied.

Broadband Performance

Access Type

Wireless broadband

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 no minimum contract period on this plan.

Early Termination Fee

There is no early termination fee on this plan.

Notice Period

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

We reserve the right to manage traffic at peak times (for example, by limiting the speed at which you can download or upload content), to ensure all customers get the best possible experience even at busy times. Overall, this should have a positive benefit for our customers. If we make any changes to this policy which will have a material impact on you we will let you know.

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.

You should check with the provider of existing services such as some medical alerts, monitored home alarms, and interactive features of SKY TV to make sure they will work with this service.

Other charges

These wireless broadband 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.

For more details please see our Phone and Internet Terms and Conditions [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](#)