



# Ultra Fast Broadband with home phone – FibreMax NEON or FAN PASS Content Offer Offer Summary – 15 November 2018

## Service Overview

**Service Description** Ultra Fast Broadband FibreMax 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.

FibreMax provides speeds of between 700mbps and 900mbps download and 400 – 450mbps upload in optimal conditions. However actual speeds may vary and are affected by many factors which may be outside our control including the device you are using and its capabilities, the number of devices connected, your operating system and web-browser, and if you're connecting wirelessly to your modem.

The Ultra Fast Broadband FibreMax package we offer is:  
An Ultra Fast 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 Ultra Fast Broadband you will have a variety of calling rates with Tolls free calling areas to choose from. For more details [click here](#)

**Availability** Ultra Fast 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 (Includes Bundle Discount)	Benefits:
	Unlimited	\$139 per month	<ul style="list-style-type: none"> <li>&gt; Free Caller ID</li> <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>
<p>The NEON or FAN PASS Content offer is only available to new residential customers who join Trustpower for power and broadband services at the same address on a 12 month contract. Customers joining on this offer will receive their choice of either 24 months NEON or 12 months FAN PASS.</p> <p>For more information <a href="#">click here</a></p>			

**Additional Data Charges** With Unlimited data broadband, there will be no additional data charges.

**Set Up Charges** Standard installation costs will be covered by Trustpower, however if you need additional in-house wiring installed, this will be charged to you.

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

<b>Access Type</b>	Ultra Fast Broadband For more information about the different access types <a href="#">click here</a> For more information about broadband speeds and performance <a href="#">click here</a>
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## Other Information

<b>Minimum Contract Period</b>	There is a 12 month contract term for this Trustpower power, phone and broadband plan. This term starts 14 days from the date of the confirmation letter, or when the broadband service is connected with Trustpower whichever is the later.
<b>Early Termination Fee</b>	If the 24 months NEON Bonus Incentive is chosen there is a \$450 exit fee, if the 12 Months FAN PASS Bonus Incentive is chosen there is a \$550 exit fee. The exit fee is payable only once during the Term if the bundle is broken by switching or terminating your power and/or broadband services. For more details <a href="#">click here</a>
<b>Notice Period</b>	For information on our Terms and Conditions <a href="#">click here</a>
<b>Other Requirements</b>	The offer is only available to new residential customers who join Trustpower for power and broadband services at the same address. Minimum 12 month term for power and broadband. An exit fee applies if you switch providers during this term as detailed above. <b>Please note:</b> The NEON or FAN PASS Content offer is not available in addition to any other offer. For more details <a href="#">click here</a>
<b>Traffic Management</b>	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.
<b>Effects on other services</b>	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

This Ultra Fast 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.

Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc.

Please see our Ultra Fast Broadband 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](#)