



Faster Broadband – Naked VDSL NEON or FAN PASS Content Offer 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 offer we have is:

Naked VDSL – this is a VDSL broadband connection without a home phone line.

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:

Unlimited

Charge: With Power

(Includes Bundle Discount)

\$89 per month

Benefits:

- > Wireless modem included (\$14.95 postage and handling applies) or choose to use your own modem
- > Free transfer from your current internet provider

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.

Note: Customer must remain on our unlimited data VDSL broadband plan for the term.

For more information [click here](#)

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

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 for this Trustpower power 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.

Early Termination Fee

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 [click here](#)

Notice Period

For information on our Terms and Conditions [click here](#)

Other Requirements

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.

Please note: The NEON or FAN PASS Content offer is not available in addition to any other offer.

For more details [click here](#)

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.

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.

Other charges

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

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](#)