



# Wireless Broadband with home phone NEON or Sky Sport Now Content Offer Offer Summary – 5 September 2019

## Service Overview

**Service Description** Wireless Broadband connects your home through a 4G wireless connection. We offer four plans for wireless broadband – 60GB, 120GB, 240GB Urban and 240GB 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: With Power <small>(Includes Bundle Discount)</small>	Benefits:
	60GB	\$79 per month	> Wireless broadband modem included (\$14.95 postage and handling applies)
	120GB	\$89 per month	
	240GB Urban	\$99 per month	
	240GB Rural	\$149 per month	

The NEON or Sky Sport Now 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 Sky Sport Now.

For more information [click here](#)

**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 240GB plans. Data packs are available for use for 30 days from purchase.

We'll send you an email 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 and a modem on a 12 month contract. A modem postage and handling fee of \$14.95 applies to all new modems supplied.

## Broadband Performance

<b>Access Type</b>	Wireless 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 and broadband plan. This term starts 14 days from the date of the confirmation letter or email, or when broadband and power services are both connected with Trustpower, whichever is the later.
<b>Early Termination Fee</b>	If the 24 months NEON Bonus Incentive is chosen there is a \$400 exit fee, if the 12 Months Sky Sport Now Bonus Incentive is chosen there is a \$500 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 Sky Sport Now Content offer is available in conjunction with certain other offers. Eligibility criteria and terms and conditions apply. For more details <a href="#">click here</a>
<b>Traffic Management</b>	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.
<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. Your landline will also stop working if there is a problem with your broadband service. This will prevent you making calls to emergency services. 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.

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](#)