



Wireless Broadband - Naked You Choose Offer Offer Summary – 25 March 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 240GB Rural.

The wireless broadband offer we have is:
Naked Broadband – this is a wireless broadband connection without a home phone line.

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 Broadband Bundle Discount)</small>	Benefits:
	60GB	\$69 per month	> Wireless modem included (\$14.95 postage and handling applies)
	120GB	\$79 per month	
	300GB Urban	\$89 per month	
	240GB Rural	\$139 per month	

The You Choose Offer is only available to new residential customers who join Trustpower for power and broadband services at the same address on a 24 month contract. Customers joining on this offer will receive their choice of either;

- a Samsung 43" Smart TV (model UA43RU7100SXNZ) or
- a Samsung 255L Fridge (model SR255MLS) or
- a Samsung 7.5kg Washing Machine (model WW75J4213IW/SA)

The joining reward will be ordered 14 days from the date of their confirmation letter or email, or when their broadband and power services are both connected with Trustpower, whichever is the later. We'll provide details of when to expect delivery.

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 and 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 and a modem on a 24 month contract.
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 a 24 month contract term for this Trustpower power and broadband plan. This Term starts at the end of any "cancellation period" that applies to you, or when your chosen broadband and power services have both been connected with Trustpower, whichever is the later

Early Termination Fee

There is an exit fee which is payable only once during the Term if the bundle is broken by switching or terminating your power and/or broadband services.

- Samsung 43" Smart TV (model UA43RU7100SXNZ) - exit fee is \$700
- Samsung 255L Fridge (model SR255MLS) - exit fee is \$700
- Samsung 7.5kg Washing Machine (model WW75J4213IW/SA) - exit fee is \$800

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 24 month term for power and broadband. An exit fee applies if you switch providers during this term as detailed above.

Please note: The You Choose offer is available in conjunction with certain other offers. Eligibility criteria and terms and conditions apply.

For more details [click here](#)

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.

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](#)