



# Wireless Broadband with home phone

## Six Months Free Broadband Offer

### Offer Summary – 1 August 2022

#### Service Overview

##### Service Description

Wireless Broadband connects your home through a 4G wireless connection. We offer four plans for wireless broadband – 120GB, 300GB Urban and 300GB Rural and 1000GB.

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](#)

If you select the wireless broadband package with the Six Months Free Broadband offer described below, you will also need to take power services from us at the address where you have your wireless broadband connection.

##### 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 on a 12 month bundle offer

(Includes Broadband Bundle Discount of \$15 which applies as long as you keep an energy service with Trustpower)

##### Benefits:

- > Wireless router included (\$14.95 postage and handling applies)

\$0 per month for the first 6 months then

120GB	\$79 per month*
300GB Urban**	\$84 per month*
300GB Rural**	\$149 per month*
1000GB** (Specific availability restrictions apply)	\$89 per month*

\* At the end of the Fixed Term, the Service Charge is subject to change on 30 days' notice  
\*\* Allocated data at max speed, then speeds reduce to a max of 5Mbps.

The Six Months Free Broadband 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 the first six months of their chosen broadband plan at no charge.

Note: Customers cannot reduce their monthly data allowance during the term.

For more information [click here](#)

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### Additional Data Charges on Capped Wireless Broadband Plans

Additional data packs are only available for capped wireless broadband plans 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 on your capped wireless broadband plan has been 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 capped wireless broadband 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%.

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### Set Up Charges

You'll get a free standard connection and a router on a 12 month contract.

A router postage and handling fee of \$14.95 applies to all new routers supplied.

## Broadband Performance

### Performance

Factors that may influence your speed include the device you are using and its capabilities, your operating system and web-browser, if you're connecting wirelessly to your router, and the number of devices connecting via WiFi. For more information on factors that may influence your speed [click here](#)

As your plan uses a wireless connection, then factors such as the distance you are from a cell tower, the network capability and the overall use of that cell tower by other consumers can impact the speed experienced. For wireless broadband, you must use the router supplied by Trustpower. This router is capable of providing the estimated peak time average speeds, subject to the other factors described above.

See [Measuring Broadband NZ](#) for independent information on broadband performance across different providers, plans and technologies [click here](#)

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### Access Type

Your access type will be wireless broadband

For more information about the different access types and speeds [click here](#)

## Other Information

### Minimum Contract Period

There is a 12 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.

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### Early Termination Fee

There is a \$250 exit fee which is payable only once during the Term if the bundle is broken by switching to a new provider or terminating your power and/or broadband services.

For more details [click here](#)

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### Notice Period

After the end of the Fixed Term, you can terminate the service on 5 Working Days' notice. For information on our Terms and Conditions [click here](#)

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### Other Requirements

**Please note:** The Six Months Free Broadband offer is available in conjunction with certain other offers. Eligibility criteria and terms and conditions apply.

For more details [click here](#)

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### 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.

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### Speed Restrictions

If you have chosen a wireless broadband plan that is not a capped plan and your full monthly data allowance has been consumed, the maximum speeds for your wireless broadband plan will be reduced to 5Mbps until your monthly plan renewal date. Where your maximum speeds have been reduced, you will still be able to use your wireless broadband but you may experience some degradations (such as lower video resolution) when watching video, streaming or loading images. Your speeds may be less than 5Mbps during the period that your maximum speeds are reduced because of other factors that affect wireless broadband speeds.

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### Service Restrictions

Trustpower does not currently have any service restrictions.

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### 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.

This means your Trustpower landline will stop working if there is a problem with your broadband service, including if there is a power outage. This would prevent you from using your landline to make emergency calls to 111. Services such as (but not limited to) Medical and Security Alarms may also stop working. It is your responsibility to check with the provider of those services to make sure they will operate under such circumstances.

In the event of a power failure, you will require an alternative means of contacting emergency services such as a mobile phone, unless you have a battery back up at home.

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### 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](#)

For your Six Months Free Broadband bundle, power (and gas, if applicable) charges will apply for your energy services.

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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](#)

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