



Fibre Broadband with home phone – FibreMax You Choose Offer

Offer Summary – 1 June 2022

Service Overview

Service Description

Fibre Broadband 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 DSL broadband. This means that fibre will deliver a faster speed.

The FibreMax package we offer is:
A Fibre 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 Fibre 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 FibreMax package with the You Choose offer described below, you will also need to take power services from us at the address where you have your fibre broadband connection.

Availability

Fibre 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:

Unlimited

Charge: With Power on a 24 month bundle offer

(The per month prices are shown after Trustpower's \$15 Broadband Bundle Discount has been applied. This applies as long as you keep an energy service with us.)

\$114 per month**

Benefits:

- > Free Joining Reward
- > Free Caller ID
- > Wireless router included (\$14.95 postage and handling applies) or choose to use your own router*
- > Free transfer from your current internet provider

* Please be aware that use of an incompatible router is likely to degrade the performance of your broadband service.

** At the end of the Fixed Term, the Service Charge is subject to change on 30 days' notice.

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.

The Joining Rewards that can be chosen from as part of this offer are determined by the broadband plan chosen at the time of sign up. It is possible to upgrade to a different range of products by making a top up payment upfront.

Tier One Products

- Samsung 43" Smart TV (model UA43BU8500SXNZ)
- Samsung 280L Fridge/Freezer (model RB27N4020WW/SA)
- Samsung 8kg Washing Machine (model WW80T4040CE/SA)
- Premium Samsung Soundbar with Dolby Atmos (model HW-Q700B/XY)
- Samsung Jet 90 Pet Stick Vac (model VS20R9042T2/SA)

Tier Two Products

- Samsung 55" Smart TV (model UA55BU8500SXNZ) + Samsung 2.1 Channel 200W Soundbar with Wireless Subwoofer (model HW-B450/XY)
- Samsung 427L Fridge/Freezer (model RL40B4SBAB1/SA)
- Samsung 8.5kg AddWash Washing Machine (model WW85T554DAW/SA)

Tier Three Products (\$300 top up payment)

- Samsung 65" Smart TV (model UA65BU8500SXNZ) + Samsung 2.1 Channel 200W Soundbar with Wireless Subwoofer (model HW-B450/XY)
- Samsung 655L side by side Fridge/Freezer (model SRS694NLS)
- Samsung 8.5/6kg Washer Dryer Combo (model WD85T554DBW/SA)
- Samsung 12kg AddWash Washing Machine (model WW12TP54DSH/SA)

Please note that due to global supply issues items are subject to availability and there may be delivery delays with Samsung appliances.

Customer choosing Tier Two or Three Joining Reward

If you have chosen a Tier Two or Tier Three Joining Reward, your Term will commence and the Joining Reward will be ordered 5 working days from the date of your confirmation letter or email, or when the fibre and power services have both been connected with Trustpower, whichever is the later. We'll provide details on when to expect delivery.

Customer choosing Tier One Joining Reward

If you have chosen a Tier One Joining Reward, your term will commence and the Joining Reward will be ordered 5 working days from the date of your confirmation letter or email, or when your broadband and power services have both been connected with Trustpower, whichever is the later. We'll provide details on when to expect delivery.

Note: If you have chosen a Tier Two or Tier Three Joining Reward, you will not be able to change plan during the Term. If you have chosen a Tier 1 Joining Reward, you can reduce your plan to FibreClassic during the Term. You cannot change to a DSL or Wireless Broadband service during the Term.

For more information [click here](#)

Additional Data Charges

With unlimited data broadband, there will be no additional data charges.

Set Up Charges

No upfront installation charge for standard fibre. However if your home is more than 200m from where the fibre cable access point is on the street, or you need additional in-house wiring installed, there may be an additional installation cost.

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

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](#)

If you have a router supplied by Trustpower, this router is capable of providing the estimated peak time average speeds, subject to the other factors described above. If you are using a router not supplied by Trustpower, you may not be capable of receiving the stated speeds for Trustpower's FibreMax service.

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

Access Type

Your access type will be Fibre Broadband.

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

Other Information

Minimum Contract Period

There is a 24 month term for this Trustpower power and broadband plan. For more details [click here](#)

Early Termination Fee

If you terminate or switch either power or broadband providers within the Term you'll need to pay an exit fee (this will be added to your next account). This exit fee varies depending on which joining reward you receive as part of that offer, and will reduce by a set amount each month over the term of your agreement as set out below. An exit fee is only payable once during the term.

Tier One & Two (Free Incentive)	Tier Three (with \$300 top up payment)
Samsung 43" Smart TV - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 65" Smart TV with Samsung soundbar - Month 1 exit fee \$1,560 reducing by \$65 per month
Premium Samsung Soundbar with Dolby Atmos - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 655L side by side Fridge/Freezer - Month 1 exit fee \$1,560 reducing by \$65 per month
Samsung 280L Fridge/Freezer Month 1 exit fee \$960 reducing by \$40 per month	Samsung 8.5/6kg Washer Dryer Combo - Month 1 exit fee \$1,560 reducing by \$65 per month
Samsung 8kg Washing Machine - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 12kg AddWash Washing Machine - Month 1 exit fee \$1,320 reducing by \$55 per month
Samsung Jet 90 Pet Stick Vac - Month 1 exit fee \$960 reducing by \$40 per month	
Samsung 55" Smart TV with Samsung soundbar - Month 1 exit fee \$1,560 reducing by \$65 per month	
Samsung 427L Fridge/Freezer - Month 1 exit fee \$1,560 reducing by \$65 per month	
Samsung 8.5kg AddWash Washing Machine - Month 1 exit fee \$1,320 reducing by \$55 per month	

For more details [click here](#)

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
Other Requirements	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	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. Trustpower customers on unlimited data plans are not subject to a Fair Use policy.
Service Restrictions	Trustpower does not currently have any service restrictions.
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.
Other charges	This Fibre 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. As set out in "Set up charges" above, additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc. For your You Choose bundle, power (and gas, if applicable) charges will apply for your energy services.

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](#)