

# FIBREMAX MOVING HUB - YOU CHOOSE OFFER SUMMARY 23 APRIL 2024.

## Service overview

### Service description

FibreMax is a fibre broadband plan, with an optional landline service for residential customers.

The You Choose offer is only available when bundled with an electricity service.

When your house is connected to our network via a fibre optic connection, the throughput is both higher, and of a better consistency, than ADSL broadband. This means that fibre will deliver a faster speed.

The optional landline service connects you to the public phone network so you can make local, national, international and mobile calls. You can choose from a [variety of calling rates and toll-free calling packs](#).

### Availability

Fibre broadband is not available everywhere in New Zealand. You can check your availability of our services when signing up on our [website](#) or by calling us on **0800 789 505**.

### Service charges

Prices are current as at 23 April 2024 and are subject to change. To find out more about our current pricing give us a call on **0800 789 505**.

#### Broadband charges

Plan	Monthly data allowance	Charge - with landline on a 2 year bundle offer*	Charge - without landline on a 2 year bundle offer*
FibreMax	Unlimited	\$111 per month**	\$106 per month**

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

\*\*At the end of the fixed term, the service charge is subject to change on 30 days' notice.

Mercury may pro-rate charges when you join (depending on the date you join), move, cancel, or if you switch between plans. See our [offer terms](#) and [phone and internet terms](#) for more detail.

The You Choose offer is only available to new residential customers who join Mercury for electricity and broadband services at the same address on a 2 year fixed term. The joining bonuses that can be chosen from as part of this offer are determined by the broadband plan chosen at the time of sign up.

### Tier One Joining Bonus

Samsung 43" Smart TV (model UA43CU8500SXNZ)

Samsung 280L White Fridge/Freezer (model RB27N4020WW/SA)

Samsung 8kg Washing Machine (model WW80T4040CE/SA)

Samsung Jet 95 Pet Stick Vac (model VS20C9542TN/SA)

Samsung Premium Soundbar with Dolby Atmos (model HW-Q700D/XY)

Samsung Galaxy A55 5G (model SM-A556EZKCXNZ)

### Tier Two Joining Bonus

Samsung 55" Smart TV (model UA55CU8500SXNZ) + Samsung 2.1 Channel 200W Soundbar with Wireless Subwoofer (model HW-C450/XY)

Samsung 427L Fridge/Freezer (model RL40B4SBAB1/SA)

Samsung 9kg Washing Machine (model WW90T504DAW/SA)

Samsung Dishwasher (model DW60M6055FS/SA)

Samsung Bespoke Jet Vac (model VS20B95993B/SA)

Samsung Galaxy S23 FE Mobile Handset (model SM-S711BZABXNZ)

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

#### Customer choosing Tier Two joining bonus

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

#### Customer choosing Tier One joining bonus

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

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

View our [offer terms](#) for more information.

### Routers

#### Bring your own device (BYOD)<sup>†</sup>

eero 6+

extra eero 6+

2 x extra eero 6+

\$0

\$0<sup>††</sup>

\$120<sup>††</sup>

\$240<sup>††</sup>

<sup>†</sup> Please be aware that use of an incompatible router may degrade the performance of your broadband service.

<sup>††</sup> Your eero router can be paid for over 24 months, in equal interest-free monthly instalments of \$5.00 per month, per router, including GST. A \$14.95 postage and handling charge applies.

### Additional data charges

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

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**Set up charges**

There is no upfront installation charge for standard fibre aside from router postage and handling. 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 the installation process, but before your services are live, charges may apply.

Find out more about the [installation process](#).

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**Other charges**

If you have chosen our landline service, 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.

As set out in "Set up charges" above, additional charges may apply for items such as non-standard installations and additional in-home technician work performed at the time of connection.

Electricity and gas (if applicable) charges will also apply for your energy services.

## Broadband performance

**Performance**

Actual speeds you experience are affected by many factors including the device you are using and its capabilities, the number of devices connected, your operating system and web-browser, and if you're connecting wirelessly to your router.

Find out more about [factors that may influence your speed](#).

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

See [Measuring Broadband NZ](#) for independent information on broadband performance across different providers, plans and technologies. You can also view the [latest reports](#).

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**Access type**

Your access type will be fibre broadband.

Find out more about the [different access types and speeds](#).

## Other information

**Minimum contract period**

There is a 2 year Term for this electricity and broadband bundle offer.

View our [offer terms](#) for more information.

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**Early termination fee**

If you terminate or switch either electricity or broadband providers within the Term you'll need to pay an early termination fee. This early termination fee varies depending on which joining bonus 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 early termination fee is only payable once during the Term.

**Tier One****Tier Two**

Samsung 43" Smart TV - Month 1 exit fee \$960 reducing by \$40 per month

Samsung 55" Smart TV with Samsung soundbar - Month 1 exit fee \$1,320 reducing by \$55 per month

Samsung 280L Fridge/Freezer - Month 1 exit fee \$960 reducing by \$40 per month

Samsung 427L Fridge/ Freezer - Month 1 exit fee \$1,320 reducing by \$55 per month

Samsung 8kg Washing Machine - Month 1 exit fee \$960 reducing by \$40 per month

Samsung 9kg Washing Machine - Month 1 exit fee \$1,320 reducing by \$55 per month

Samsung Jet 95 Pet Stick Vac - Month 1 exit fee \$960 reducing by \$40 per month

Samsung Dishwasher - Month 1 exit fee \$1,080 reducing by \$45 per month

Samsung Premium Soundbar with Dolby Atmos - Month 1 exit fee \$960 reducing by \$40 per month

Samsung Bespoke Jet Vac - Month 1 exit fee \$1,320 reducing by \$55 per month

Samsung Galaxy A55 5G Mobile Handset - Month 1 exit fee \$840 reducing by \$35 per month

Samsung Galaxy S23 FE Mobile Handset-Month 1 exit fee \$1200 reducing by \$50 per month

View our [offer terms](#) for more information.

**Notice period (Termination)**

After the end of the fixed term, you can cancel your broadband plan at any time by giving us at least 5 working days' notice. You'll be responsible for any charges until your disconnection date.

View our [phone and internet terms](#) for more information.

**Other requirements**

Please note: The You Choose offer is not available in conjunction with any other offer.

View our [offer terms](#) for more information.

**Traffic management**

Mercury 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.

**Service restrictions**

We have a service restriction policy in place which may influence your broadband performance.

See clause 5.5 of the [phone and internet terms](#).

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**Fair use policy**

No fair use policy applies.

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**Effects on other services**

Your fibre broadband service requires mains electricity to operate. If electricity is not available (e.g. during a local electricity outage) then your fibre broadband, and any services which run over it, may stop working unless you have battery backup in your home.

This means services such as landlines, medical alarms, and security alarms may stop working. It is your responsibility to check with the provider of existing services to make sure they will operate under such circumstances. This may also mean you're unable to contact 111 in an emergency. We recommend having a charged mobile or alternative arrangement in place.

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**Complaints**

At Mercury, we value customer feedback and take care to address complaints.

Information about our [process for customer complaints](#).

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**Disputes**

Mercury is a member of the Telecommunications Disputes Resolution (TDR) scheme, a free independent service to help customers resolve broadband disputes. For more information about TDR, see their [website](#).

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**All prices and fees quoted are inclusive of GST (if any).**

This is an offer summary only. View our [offer terms and conditions](#) and [phone and internet terms and conditions](#) for more information.