



Terms and Conditions for a Fixed Term Agreement

Offer only available to new residential customers taking power, phone and broadband together at one property or existing energy customers adding phone and broadband services at the same property, or existing bundled (energy and broadband) customers upgrading a DSL service to fibre who are uncontracted or whose broadband contract is expiring. This offer may be subject to change or expiry without prior notice. We are not obliged to provide you with services unless we accept your application. We can decide whether or not to accept any application and credit criteria may apply. For more information please call us on 0800 87 87 87.

Terms & Conditions

Effective 13 June 2017

Application

These Terms and Conditions apply to the fixed term agreement for broadband, phone, power and/or gas entered into between you and Trustpower. They apply in addition to Trustpower's standard terms and conditions for the supply of phone and internet services (Trustpower Customer Terms and Conditions for Telephone and Internet services), energy (Trustpower Customer Service Agreement) and LPG (Trustpower Terms for the supply of LPG) – together, all of these terms and conditions comprise the **Agreement** with you. If there is any conflict between these Terms and Conditions, the Trustpower Customer Terms and Conditions for Telephone and Internet services, the Trustpower Customer Service Agreement or the Trustpower Terms for the supply of LPG, these Terms and Conditions shall prevail.

Term

The term of the Agreement for power, phone and internet services (**Term**) is 24 months. There is no fixed term for gas services. If Trustpower changes the terms of the Agreement during the Term and you believe that change will be detrimental to you, please contact us. We will either let you remain on the existing terms of the Agreement or let you terminate the Agreement without paying any exit fees.

Discounted Unlimited Data Broadband rate

You'll pay the below rates for unlimited data broadband for the first 12 months of the Term, and the second 12 months of the Term, as determined by your connection type and/or selected broadband speed.

Service (All rates in this table include Trustpower's \$15 Bundle Discount)	Months 1-12	Months 13-24		Current standard rate after \$15 Bundle Discount (subject to change)	
		With phone & Naked	With phone	Naked	With phone
Copper cable					
ADSL/VDSL	\$59	\$89	\$84	\$94	\$89
Ultra Fast Broadband					
100/20 speed	\$59	\$89	\$84	\$99	\$94
200/20 speed	\$79	\$109	\$104	\$119	\$114
200/200 speed	\$99	\$129	\$124	\$139	\$134

Offer assumes existing phone and broadband connections at the property. For new connections, connection fees will apply.

To retain the discounted rates on your Unlimited Data Ultra Fast Broadband, ADSL, VDSL or Naked Broadband plan you need to keep your broadband and power services with Trustpower.

Bundle Discount

Trustpower agrees to apply a \$15 discount on your chosen ADSL, VDSL, Ultra Fast Broadband or Naked Broadband package – the **Bundle Discount**. The Bundle Discount applies from the date of this agreement and is already included in your discounted rate for months 1-12 and 13-24.

Trustpower cannot confirm the continued availability of the ADSL, VDSL, Ultra Fast Broadband or Naked Broadband package you have chosen at the date of this Agreement, or that the Bundle

Discount will apply to ADSL, VDSL, Ultra Fast Broadband or Naked Broadband packages it offers in the future.

You will continue to receive the Bundle Discount for your broadband package after the expiry of the 24 month Term, as long as you continue to keep your broadband package and an energy service with us.

If you no longer have any energy services with Trustpower, the Bundle Discount will no longer apply to your broadband package.

Exit Fees

When you sign up to Trustpower, we incur costs in order to provide our services to you. We don't mind paying these if you commit to taking services from us for the Term. On the other hand, if you terminate early, we still have to pay these costs and so if you terminate before the end of the Term, you need to repay some of those costs to us as set out below.

An exit fee is payable only once during the Term if the bundle is broken by switching or terminating your power and/or broadband services as below.

1. Switching or terminating energy services

If you are a new residential customer and you switch power providers within the Term your discounted broadband rate ends and you'll move to our standard price for unlimited data broadband at the time. You'll need to pay an exit fee of \$195 (this will be added to your next account). There is no exit fee if you switch gas providers.

If you are an existing Trustpower energy customer and you switch power providers within the Term your discounted broadband rate ends and you'll move to our standard price for unlimited data broadband at the time. There is no exit fee if you switch power or gas providers. However, in all other respects the terms and conditions of your existing energy contracts will continue for the full term of those contracts. If, for example, you are a Friends Extra customer and you switch power providers within your chosen Friends Extra fixed term, then exit fees under your Friends Extra terms will apply.

2. Switching or terminating Internet services

If you switch your Trustpower broadband services to another provider, or terminate any of these services, during the Term, an exit fee of \$195 will apply. If you use Ultra Fast Broadband additional exit fees may apply.

3. Switching or terminating Ultra Fast Broadband

If this is a new connection (i.e. the first time Fibre has been installed at your address) and you switch or terminate Ultra Fast Broadband in the first 12 months of the Term, you will pay an additional exit fee of \$59 per month for the months remaining in those first 12 months. This is in addition to the \$195 exit fee above, which will also apply.

We're here to help
You can call us on 0800 87 87 87