

Ultra Fast Broadband

Your guide to staying
connected to the world

Vodafone
Power to you



Thanks for choosing Vodafone

Ultra Fast is the revolutionary new broadband that lets you download high-definition movies in minutes, upload entire photo albums in seconds, stream TV shows with less buffering, make high-definition video calls and play your games online with less lag. Take advantage of cloud computing and working from home more efficiently. No matter what you're into, you can do your thing better and faster with **Vodafone Ultra Fast Broadband**.

My Vodafone

Manage your account online 24/7 and view or pay your bill.

4

Vodafone TV

Tools to help you get the most out of Vodafone TV.

5

Your Vodafone Ultra Fast Broadband

How to set up your broadband.

6

Your home phone

Calling options and step-by-step instructions on how to set up any phone features you have.

8

Your bill

Learn how your bill works and check out our quick and easy payment options.

24

Need help?

Ways to get in touch.

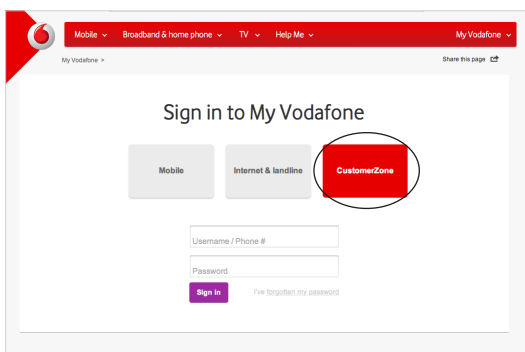
26

My Vodafone

Lets you easily manage your home phone and broadband account online 24/7.

Using My Vodafone

To get started, go to **vodafone.co.nz/myvodafone** and select the 'CustomerZone' tab to sign in.



For first time users, you sign in with your account number and account password. Your password is the one you selected when you signed up with Vodafone. Once you've set up a profile, you can sign in with your personal username and password.

In My Vodafone, you can:

- Check your broadband usage
- View your current and past bills
- Make payments
- Change any nominated BestMates® for home phone numbers

Vodafone TV

If you have chosen Vodafone TV you can get these great benefits and tools to assist in getting the most from your service.

SKY GO

SKY GO now has up to 17 live streaming channels and can be viewed on your smartphone or tablet*.

For more info, visit: **vodafone.co.nz/tv/skygo**

Vodafone TV App

This very clever app gives you the ability to series link, share and view the guide as well as remote record your favourite programmes straight from your mobile device.* You can download it from the App store or Google Play.

SKY Arena

Enjoy boxing, wrestling and other big events from the comfort of your lounge. SKY Arena Events is now available on Vodafone TV digital recorder. Just book using your remote in the hour leading up to the event.

*Available on selected devices.

Your Vodafone Ultra Fast Broadband

No setup required

With Vodafone Ultra Fast Broadband, you're already set up. Just turn it on. Once you've plugged in your HomeHub wireless router, it will connect to the Vodafone network and will be automatically configured with your new Vodafone settings.

Setting up your wireless network

To set up your wireless connection, just follow the setup guide that came with your HomeHub wireless router. If you need help setting up your wireless network with other devices, you'll need to contact a computer technician.

A helpful tool to monitor your broadband performance

Broadband speed test

Sometimes our contact centre will ask you to carry out a broadband speed test as part of troubleshooting your connection. You can check the speed of your connection at any time using our online speed test at **vodafone.co.nz/broadband/speedtest**

- **Please note:** your broadband speed will vary depending on things like how far you are from our equipment and how many other people are using it at the time. So the speed of your plan is the maximum possible speed, not a guaranteed speed.
- Your fibre line is reliant on mains power. This means that in the event of a mains power outage, all services on your fibre line, including medical alarm, monitored house alarm, and emergency services (111) will not work. Please ensure you have an alternate means of contacting emergency services in case of mains failure (eg. a mobile phone).

Tips for staying safe online:

- Be aware of hoax and phishing emails. They look like legitimate email messages but ask you to enter your account details or reply to the email. Spammers use this information to gain access to your accounts for identity theft and spamming.
- Delete any emails that ask for your username and/or password and never click on a link, reply to the email, or provide any of the requested details in an email that looks suspicious
- Please note that Vodafone will never ask for your username and password details via email
- Make sure you're running the latest version of your security software and that it includes anti-spyware and firewall protection
- Make sure the latest security patches have been applied
- Turn off the AUTORUN and AUTOPLAY settings for USB memory sticks
- Make sure your passwords are secure and change them regularly.

For more on protecting yourself online, go to the help and support section at **vodafone.co.nz** and enter your question in the Search box.

Your home phone

If you have a home phone line, calling plans and Add-Ons give you the flexibility to connect with your world, your way.

Calling plans

If you make lots of calls, a calling plan will give you fantastic value. But if most of your calls are to just a handful of people, then our calling Add-Ons on the following page could suit you better.

Your Home Services come with our standard per-minute calling plan, which includes local calls and low calling rates to national and international landlines and mobiles.

Calls to national mobiles cost 36c per minute. Calls to national landlines cost 25c per minute, capped at \$3.00 for two hours.

Visit **vodafone.co.nz/homerates** for more info.

If you need more than your standard calling plan, just add one of these calling plans or a calling Add-On to your account and you'll get an unlimited number of calls to selected destinations for one low monthly price.

Call NZ

Unlimited number of calls (up to three hours per call*) any time to national landlines.

Call NZ + Aus[^]

Unlimited number of calls (up to three hours per call*) any time to national and Australian[^] landlines.

*A per-minute charge will be incurred for calls over three hours.

Call World

Unlimited number of calls (up to three hours per call*) any time to landlines in 28 countries including NZ, Australia[^], the USA, China, Japan and the UK.

[^]Does not include calls to Ashmore and Cartier Islands, Christmas Island, Cocos (Keeling) Islands, Coral Sea Islands, Heard Island, McDonald Islands, Norfolk Island and Macquarie Island. Additional charges apply.

If you want to call destinations not included in your your Vodafone calling plan, you will simply be charged at our standard per-minute landline and mobile rates in addition to your calling plan's monthly fee.

BestMates[®] for home phone

BestMates[®] for home phone lets you choose five NZ mobile or NZ landline numbers to call as much as you like (up to two hours per call) from your Vodafone Home Services phone.

BestMates® for home phone :

- Your nominated BestMate® numbers can be any NZ landline or NZ mobile number.
- You can't nominate an international phone number, special number (such as a 0900 or 0800 number) or a short code as any of your nominated numbers.
- If you want to change your nominated numbers, you can do this at anytime. However you can only change each nominated number once per month.
- If your call goes over two hours, you will be charged 25c per minute for national landline calls or 36c per minute for national mobile calls. All other calls will be charged at the standard per-minute rates of your calling plan.
- You can give each of your nominated numbers a unique label description or nickname (eg. Mum, Friend, Sister, Boyfriend) and you can add, edit or remove a nickname as often as you like.
- The monthly fee for the BestMates® for Home Phone Add-On is billed in advance. Also, if you add BestMates® for Home Phone partway through the month, you'll also be charged a part-month charge from when you added BestMates® for Home Phone to the end of the billing period.

Home phone features

Here are some of the most popular features we provide. The choice is yours.

Voice Messaging

Lets callers leave a voice message for you.

Call Bars and Call Control

To prevent chargeable calls being made from your phone, you can have a Call Bar assigned. There are three different types of Call Bars:

- Call Bar 0900
- Call Bar Full
- Call Control

With Call Control activated, you can't make chargeable calls from your home phone number. This includes calls outside your local area, 0900 services and mobile calls.

Caller Display

Makes it possible for you to see who's calling before you answer the call.

Call Waiting

So you know when someone is trying to call you while you're on another call.

Phone Divert

Lets you answer calls to your home phone number wherever you are. You can set this up remotely if you have **Phone Divert with Remote Access**.

Three Way Calling

You can have a conversation with people in three locations at the same time, on one shared phone call.

Setting up your home phone features

Simply use the following steps to set up and control the features you have on your phone.

Voice Messaging

Lets someone leave a voice message for you.

How does it work?

An interrupted dial tone (a series of fast beeps) when you pick up the phone means you have a new voice message (ignore this the first time until you've set up your voicemail).

To open your mailbox for the first time

From your home phone:

- Dial ***61**
- Enter your **four-digit Personal Identification Number (PIN)** then press **#**
- Follow the voice prompts to set up your mailbox.

From another phone:

Dial 0800 MYPHONE to access the main menu

- Enter your area code **without** the 0 and your home phone number, e.g. 9 123 4567
- Enter your **four-digit PIN** followed by **#**
- Follow the voice prompts to set up your mailbox.

Record your greeting

This is the greeting callers will hear when you can't answer the phone. You have up to two minutes for the greeting and can choose our standard greeting or record your own. You can change this greeting as often as you like from the main menu:

- Dial ***61**
- Enter your **four-digit PIN** then press **#**
- Press **2** for Busy Greeting Menu or
- Press **3** for No Answer Greeting Menu
- Follow the voice prompts.

Choose your PIN

You can change your **PIN** at any time. It must be four digits and can't be the last four digits of your home phone number:

- Dial ***62**
- Enter your **four-digit PIN** then press **#**
- Press **8** to change your PIN
- Enter a **new PIN** followed by **#**. You will be required to confirm your new **PIN**. When prompted, re-enter your new **PIN** and press **#**.

Record your mailbox name

This is the name you hear when you access your mailbox:

- Dial ***62**
- Enter your **four-digit PIN** then press **#**
- Press **3** to access your mailbox name options.

In the name greeting menu:

- Press **1** to record your name or
- Press **2** to listen to your current recording
- Press **3** to delete your name.

To change the number of rings before your voicemail activates:

- Press ***610** and follow the voice prompts.
When prompted, set the number of rings you want before your phone diverts to voicemail.

To listen to your messages

If there is a new message in your mailbox, you'll hear an interrupted dial tone (a series of fast beeps) when you pick up the phone. You can check your messages from any phone.

From your home phone:

- Dial ***61**
- Enter your **four-digit PIN** followed by **#**
- Press **1** to listen to your messages.

From another phone:

- Dial **0800 MYPHONE** to access the main menu
- Enter your area code **without** the 0, followed by your home phone number e.g. 4 123 4567
- Enter your **four-digit PIN** followed by **#**
- Press **1** for the Voice Messaging Menu
- Press **1** to listen to your messages.

To access your voicemail from overseas:

- Dial **00 64 9 962 0000** and follow the normal voicemail steps.

Note: International call charges will apply.

Call Control

Lets you manage chargeable calls (calls made outside your calling area, 0900 services and mobile phone calls) made from your home phone.

How does it work?

Chargeable calls cannot be made from your phone when Call Control is activated.

How to turn Call Control on:

To turn Call Control on, follow these simple steps:

- Lift the handset and wait for the dial tone
- Dial ***37**, followed by your four-digit **PIN**, followed by **#**
- Wait for the confirmation tone (long-short-long)
- Hang up.

To turn Call Control off so you can make a chargeable call:

- Lift the handset and wait for the dial tone
- Dial ***47**, followed by your four-digit **PIN**, followed by **#**
- Wait for the confirmation tone (long-short-long)
- Hang up
- Lift the handset and dial the chargeable number
- Turn Call Control on again once you've finished your chargeable call.

Using Call Control

When you have Call Control turned on, you'll be prompted to enter your PIN before you make a call.

Things you should know about Call Control

Call Control does not prevent incoming collect or transfer charge calls. You will still be able to make calls to 111 emergency services. The four-digit PIN will be your phone PIN. If you want to change this PIN, simply call us or log in to My Vodafone.

Caller Display

Lets you see who is calling before you answer the call.

What do you need?

To use caller display, you need a compatible phone or a Caller Display unit (the unit is normally battery powered, attaches to your phone and plugs into a telephone jackpoint).

Caller Display also lets you keep track of who has called. As long as the caller stays on the phone so it rings at least twice, the phone or display unit will keep a record of all the people who have called you.

In some situations, Caller Display can't show a caller's number, e.g. overseas numbers, payphones and some mobile phones.

To block your ID when making a call, lift the handset and dial ***67** then the number you wish to call immediately following; do not pause to wait for the dial tone.

To block your ID permanently, lift the handset, dial ***31** and hang up. Your ID will now be blocked when you make calls.

To unblock your ID, lift the handset, dial ***32** and hang up. Your ID will now be unblocked when you make calls.

Call Waiting

Lets you know when someone is trying to call you while you're on another call.

What do you need?

You just need a touchtone phone. However, Call Waiting works really well when combined with Voicemail because you can choose to accept a second call or let it go through to your Voicemail to take a message.

How does it work?

- Four beeps tell you someone is calling you when you're on another call; however, you have longer than this to answer the second call
- The second caller simply hears a ringing tone and will usually keep holding for six to eight rings
- Excuse yourself from the first caller, then press the flash or recall button on your phone. You can then talk to the second caller
- To return to the first caller, simply press the flash or recall button again and you will be able to continue your original conversation
- If you use the flash or recall button on your phone to move between calls, you won't lose a caller by mistake.

How to suspend Call Waiting

You can suspend Call Waiting if you need to make an important call where you don't want to be interrupted.

Here's how:

- Before you make your call, lift the handset and dial **#43** then dial your call
- When you complete your call, dial ***43** and your call waiting will be automatically reactivated.

Phone Divert

Lets you answer calls to your home phone wherever you are.

Activating Phone Divert from your own home phone:

- Lift the handset and wait for the dial tone
- Dial the assigned access code for the type of call diversion you wish to activate (see list below)
- Enter the phone number to which calls will be forwarded
- The voice prompt will confirm it has been activated.

Access codes to activate:

- Phone Divert always – all calls to your phone go straight to the alternative number you want your calls diverted to – ***72**
- Phone Divert busy – when your phone is busy calls are diverted to an alternative number – ***90**
- Phone Divert no answer – your phone will ring for 10 seconds before a message advises the caller they'll be put through to the alternative number – ***92**.

Cancelling Phone Divert:

- Lift the handset and wait for the dial tone
- Dial the assigned access code for the type of call diversion you wish to deactivate
- The service is now inactive. The voice prompt will confirm it has been deactivated.

Access codes to deactivate:

- Phone Divert always – ***73**
- Phone Divert busy – ***91**
- Phone Divert no answer – ***93**

Things you need to know

Calling charges apply if you divert your calls to a mobile phone number or to another phone outside your local calling area, unless you have one of our calling plans where you just pay a monthly fee.

Phone Divert with Remote Access

Lets you activate Phone Divert when you're away from home.

How to use Phone Divert with Remote Access:

- Dial **0800 MYPHONE** to access the main menu
- Enter your area code **without** the 0, followed by your home phone number e.g. 9 123 4567
- Enter your **four-digit PIN** followed by **#**
- Press **4** for Phone Divert options
- Press **1** to activate a number already set up
- Press **2** to deactivate Phone Divert
- Press **3** to change the Phone Divert destination number and enter the new number followed by **#** (to activate this number press 1).

If you're calling from overseas:

(International call rates apply)

- Dial **00 64 9 962 0000** and follow the normal Phone Divert steps

Three Way Calling

Lets people in three different locations share the same phone call.

How does it work?

With Three Way Calling, getting together with family and friends couldn't be easier. With the press of a button on a touchtone phone, people in three different locations can share one phone call at the same time. Three Way Calling requires a touchtone phone and is available in most areas. For toll calls, charges apply to the person who dials the chargeable number.

To connect to Three Way Calling:

- Dial the second location – wait for them to answer
- Press the recall or flash button on your phone – you'll hear the engaged tone then the normal dial tone
- Dial the third location – when they answer you can talk privately before you press the recall or flash button to connect all three locations
- If the third location doesn't reply or is engaged, press the recall or flash button twice to go back to the original call.

To disconnect Three Way Calling:

Simply hang up or ask one of the locations to hang up if their part of the call is finished. To disconnect the third location while keeping the original call going, press the recall or flash button briefly.

For calls outside of your local calling area (including mobile and international), charges apply to the person who dials the chargeable number.

Troubleshooting

Voice Messaging

"When people call me while I'm unavailable, they get a message saying 'Sorry the mailbox you called has not been activated. Please try again later. Goodbye.' and the call hangs up."

This means that you have not personalised your Voice Messaging and messages cannot be left for you. Please follow the instructions under '**Record your greeting**' on page 15.

"When I pick up my phone, there is no dial tone, just a weird beeping sound."

Voice Messaging is informing you that you have a new, unheard message. You can still make calls as per normal.

- Dial ***61** to access Voice Messaging
- Enter your password followed by the **#** key to listen to the message
- Your normal dial tone will resume once you've listened to all your messages.

Telephone services

"I try to call someone, and there's no dial tone."

It is likely that one of your phones may not be working, or may not be connected properly. Try all of the suggestions below until you solve the problem.

- Make sure your phone is plugged in at the wall
- Go around the house and unplug all your other phones. Now plug only one phone into the wall
- If there's still no dial tone, there may be a network fault. You'll need to contact Customer Care on **0800 806 106** using a different phone.

"I've just finished talking on the phone, and I want to make another call. But when I press the 'hook' and dial again, the call doesn't go through."

Our network requires you to hold the 'hook' down for roughly one second before trying to dial out again. If you 'tap' the 'hook', so that it is held down for less than one second, there will be no dial tone, and you won't be able to ring out.

To fix this, simply hold the 'hook' down for a full second, listen for the dial tone, and ring out.

"I'm able to make calls out, but no-one seems to be able to call me back."

The problem could be that you have 'accidentally' turned one of your star features on. There are two that would stop calls from reaching you – Do Not Disturb and Phone Divert. To make sure that these features are not activated on your phone:

- Pick up the receiver and dial the cancel code for Do Not Disturb ***79**
- Place the phone receiver back down
- Pick up the receiver and dial the cancel code for Phone Divert ***73**
- Place the phone receiver back down

Your phone should now be able to take incoming calls. If the problem persists, call Customer Care on **0800 806 106**.



Your bill

Understanding and paying your bill.

Like many companies, we charge for monthly access in advance. This means your first bill is likely to be larger than normal as it includes a part-month charge from when you were activated to the end of the first billing period, plus your plan charges for the full month ahead.

Separate bills – separate payments

To ensure your payments are allocated to your correct account, please make separate payments for each of your Vodafone broadband and mobile accounts.

Easy ways to pay automatically

Direct debit from either your bank account or credit card is a simple, safe and convenient way to pay your bill. Once it's set up, your monthly bill will be paid automatically from your bank or credit card on the due date. This way you don't have to remember when your bill is due, or lift a finger to pay it.

We'll send your bill at regular, monthly intervals. You can also view your bill by signing into My Vodafone, and selecting the CustomerZone tab.

Direct debit from your bank account

1. To set up your direct debit, complete the form at **vodafone.co.nz/broadband-dd-form**
2. Return a signed copy to us at the address printed on the form, or scan and email to **nzcustomerpayments@vodafone.com**

Direct debit from your credit card

1. Sign in to the CustomerZone tab on My Vodafone at **vodafone.co.nz**
2. Select 'Manage credit cards' tab in 'My Profile' and select 'add credit card'
3. Confirm authorisation request and click next to enter credit card details.

Need help?

We're here for you.

Online

View and pay your bill, track your usage and manage your account by signing into My Vodafone at **vodafone.co.nz** and selecting the CustomerZone tab.

You can find answers to your questions by typing them into the Help & Support search box at **vodafone.co.nz/help**

Phone

For **home phone** and **broadband** enquiries, call **0800 806 106**.

For support with your **personal mobile** or **mobile broadband**, call **777** free from your Vodafone mobile, or **0800 800 021** from any other phone.

If you'd like to chat about anything else, give our Customer Services team a call on **777** free from your Vodafone mobile or **0800 806 106** from any other phone.

