MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION

one.nz

SERVICE DESCRIPTION: ENDLESS TEAM PLANS

Endless Team Plans allows you to give each of your team Endless New Zealand Mobile Data, Talk & Txt for a fixed monthly price with the ability to mix and match plans to suit your business needs. Endless Team Plan works for teams of 5 or more.

OPTIONS, INCLUSIONS, AND ADD-ONS

Options and Inclusions				
Component	**Endless Team Plan Small**	**Endless Team Plan Medium**	**Endless Team Plan Large**	**One Team Plan™**
Max Speed Data	5GB	50GB	150GB	Unlimited
Endless Data	✓	✓	✓	N/A
Unlimited Talk & TXTs to standard NZ and Australia numbers	✓	✓	✓	✓
250 mins & 50 TXTs to international destinations	X	✓	✓	✓
Australia Roaming	X	X	X	✓
5G access included	✓	✓	✓	✓
One NZ Satellite TXT	✓	✓	✓	✓
One NZ Satellite Data	X	X	X	✓
Open Term Plan	✓	✓	✓	✓
Rebated Plans (Bronze, Silver, Gold) options	✓	✓	✓	✓
INCLUSIONS				
Hotspot on at no additional cost				
Local number on Mobile which allows customers to call for the price of a standard landline call				
Device contributions can be pooled upon request at the time of sign-up				
ADD-ONS				
Roaming to over 160 international destinations for a daily fee.				
One NZ Satellite Data available for a monthly fee on Small, Medium and Large Plans.				
Purchase of Mobile Devices on Interest Free				
Office phone functionality purchasing One Business Mobile for $15 a month (excl. GST)				

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International Calling Add-ons are available to purchase including: International Favourites TALKnTXT and International TXT
Max Speed Data Top ups of 1GB and 5GB are available to be purchased for Endless Team Plan Medium or Large

ONE NZ SATELLITE TXT

The One NZ Satellite TXT service enables users with eligible phones who are out of traditional cell-tower mobile coverage to send and receive TXT messages via satellite. MMS, Android RCS and iPhone iMessage messages can also be sent and received but photos, videos and other message services using data (e.g. WhatsApp) are not supported.

Users require a clear line of sight to the sky. There may be intermittent periods between satellites and this will reduce over time as more satellites are launched. Users will know they are connected to a satellite when they see “One NZ SpaceX” in the network banner at the top of their phone. The service works over all of NZ’s landmass including offshore islands and out to 20km offshore of the NZ coastline. This service does not work when roaming overseas.

Service limitations, network performance and phone eligibility will improve over time. Delivery time of TXT via satellite will be slower than traditional TXT. Terms, fair use and capacity management apply. For full service details and updated list of eligible phones check our website one.nz/spacex – details will be updated regularly.

One NZ Satellite Data

The One NZ Satellite Data service enables Users with eligible phones who are out of traditional cell-tower mobile coverage to use select mobile apps that have been optimized for satellite data, using the data from your plan's data allowance. These apps include WhatsApp, Google Maps, AccuWeather and more. Further mobile apps will be supported over time, check our website link below for the latest list. Not all features of the mobile app may be available when used with satellite data.

Users require a clear line of sight to the sky. There may be intermittent periods between satellites and this will reduce over time as more satellites are launched. Users will know they are connected to a satellite when they see “One NZ SpaceX” in the network banner at the top of their phone. The service works over all of NZ’s landmass including offshore islands and out to 20km offshore of the NZ coastline. This service does not work when roaming overseas.

Service limitations, network performance and phone eligibility will improve over time. Terms, fair use and capacity management apply. For full service details and updated list of eligible phones and mobile apps check our website one.nz/spacex – details will be updated regularly.

SERVICE CONDITIONS

- Endless Team Plans Terms and Conditions for open term plans can be found at Terms – Endless Team Plan. One NZ.
- Endless Team Plans Terms and Conditions for 24 month term plans can be found at Terms - Endless Team Plan - 24 month. One NZ.
- If you have any add-ons or discounts on your existing plan/account, they won’t be applied to new plan.
- Data speed reduced to a maximum of 1.2Mbps after max speed limit is hit on Endless Team Plan Medium or Large. Max SD streaming at all times.
- Video streaming quality is optimised to a max SD quality at all times • Unlimited voice calls & TXT to standard NZ & Aus numbers (i.e. no shortcodes or MMS/PXT).
- Fair use policy applies for Unlimited data on One Team Plan™
- Video calls (excluding video calling apps and other data-based video calling services) may incur additional charges. Android to Android video calls using video telephony (excluding video calling apps) may incur a per minute charge.

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- To be eligible for Endless Team Plans, there must be a minimum of 5 connections, on one customer account. Endless Team Plans are not available as standalone plans.
- With your Hotspot, you can use your data allocation for other devices. Speed restrictions and video optimisation apply in accordance with your plan. Your Hotspot add on use will count towards your plan usage of max speed data before speed restrictions are applied. Hotspot capable device required.
- Your calls will be charged per minute, rounded up to the closest full minute.
- If you use a Local Number on Mobile - some services, such as fax and broadband, cannot be added or transferred to this number.
- A daily Roaming fee applies for each day you talk, send TXTs or use data (from your plan inclusions or usual rates) in a Daily Roaming country (valid until midnight NZ time) up to 90 consecutive days. Usual plan charges apply. If you are not in a Daily roaming country other rates will apply, see one.nz/business/roaming.
- Australia Roaming: Available on One Team Plan™. Use your minutes, TXTs and data from your One Team Plan™ while in Australia at no extra cost. Normal plan charges apply. Excludes calls or TXTs to satellite or premium rate numbers (e.g 0800 (1800)), and Australian external territories. Cruise ship and in-flight roaming are subject to different rates. Not available if you have relocated to Australia.

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