

One New Zealand Unlimited – Fibre Broadband



Offer Summary – 24 September 2024

Service Overview											
Service Description	<p>Fibre Broadband uses fibre-optic cable to deliver fast broadband.</p> <p>Available to customers who can get Fibre at their nominated address.</p> <p>There are three Unlimited Broadband plans available on Fibre:</p> <ul style="list-style-type: none"> • Unlimited Fibre Starter Broadband • Unlimited Fibre Everyday Broadband • Unlimited Fibre Max Broadband <p>Our Fibre Broadband plans are Open Term, and you can include ‘bring your own modem’ at no additional charge. Broadband speeds and connection may be affected if you use your own modem.</p> <p>Voice calling (Home phone) Add-On</p> <p>Voice calling over broadband (VoIP) is the latest in phone line technology. VoIP stands for “Voice over Internet Protocol”. If you have an existing traditional copper landline connected this will be replaced by voice calling over broadband. See how this may affect you in the “Effects on other services” section below.</p> <p>Unlimited Broadband is for residential use only.</p>										
Availability	<p>Fibre Broadband is not available everywhere.</p> <p>Visit one.nz/broadband/ and check what’s available at your place.</p>										
Service Charge	<table border="1"> <thead> <tr> <th colspan="2">Unlimited Fibre Broadband only</th> </tr> <tr> <th>Plan</th> <th>Open term</th> </tr> </thead> <tbody> <tr> <td>Unlimited Fibre Starter</td> <td>\$60.00 p/m</td> </tr> <tr> <td>Unlimited Fibre Everyday</td> <td>\$96.00 p/m*</td> </tr> <tr> <td>Unlimited Fibre Max</td> <td>\$111.00 p/m*</td> </tr> </tbody> </table> <p>Prices are current as of 24 September 2024 and are subject to change. To see in market pricing and current promotions visit one.nz/broadband</p>	Unlimited Fibre Broadband only		Plan	Open term	Unlimited Fibre Starter	\$60.00 p/m	Unlimited Fibre Everyday	\$96.00 p/m*	Unlimited Fibre Max	\$111.00 p/m*
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Setup Charge	<p>You can use your existing BYO modem or purchase SmartWiFi for \$5/month on a 12-month term. Free standard broadband setup (worth \$199.00 for Fibre).</p> <p>Note that a modem postage and handling fee of \$14.95 applies to all One New Zealand modems supplied.</p> <p>See ‘Other Charges’ for additional setup charges, which may apply.</p>										

<p>Other Charges</p>	<p>Additional charges may apply for items such as SmartWiFi, SuperWiFi, non-standard installations, additional in-home technician work performed at time of installation.</p> <table border="1" data-bbox="448 232 1394 636"> <thead> <tr> <th data-bbox="448 232 692 320">Add-On</th> <th data-bbox="692 232 866 320">Price</th> <th data-bbox="866 232 1054 320">Term</th> <th data-bbox="1054 232 1394 320">Other requirements</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 320 692 409">SmartWiFi</td> <td data-bbox="692 320 866 409">\$5 p/m</td> <td data-bbox="866 320 1054 409">12 months</td> <td data-bbox="1054 320 1394 409">Sign up to a Fibre Broadband plan.</td> </tr> <tr> <td data-bbox="448 409 692 524">SuperWiFi (per mesh unit)</td> <td data-bbox="692 409 866 524">\$5 p/m</td> <td data-bbox="866 409 1054 524">12 months</td> <td data-bbox="1054 409 1394 524">Sign up to SmartWiFi on Fibre Broadband to be eligible.</td> </tr> <tr> <td data-bbox="448 524 692 636">Voice calling over broadband</td> <td data-bbox="692 524 866 636">\$10 p/m</td> <td data-bbox="866 524 1054 636">12 months</td> <td data-bbox="1054 524 1394 636">Sign up to SmartWiFi on Fibre Broadband to be eligible.</td> </tr> </tbody> </table> <p>SmartWiFi Add-On is \$5/month on Fibre Broadband plans on a 12-month term. Sign up to SmartWiFi on Fibre Broadband to be eligible for SuperWiFi. Each SuperWiFi mesh unit is \$5/month on a 12-month term.</p> <p>Voice calling over broadband is \$10/month with free calls to NZ landlines (2-hour limit per call applies). Additional charges may apply for certain phone calling features and for calls that exceed the 2-hour per call limit. For more information visit one.nz/home-phone/calling-features/</p>	Add-On	Price	Term	Other requirements	SmartWiFi	\$5 p/m	12 months	Sign up to a Fibre Broadband plan.	SuperWiFi (per mesh unit)	\$5 p/m	12 months	Sign up to SmartWiFi on Fibre Broadband to be eligible.	Voice calling over broadband	\$10 p/m	12 months	Sign up to SmartWiFi on Fibre Broadband to be eligible.
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<p>Broadband Performance</p>	<p>See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies.</p> <p>You may experience a higher or lower speed than these averages.</p> <p>Factors such as the performance of your modem, location of the server you're connected to, the performance of your device and your in-home Wifi setup can impact the speeds experienced.</p>																
<p>Access Type</p>	<p>Fibre.</p> <p>For more information about access types, visit What is Broadband and Why Should I be Interested? - TCF</p>																
<p>Other Information</p>																	
<p>Minimum Contract Period</p>	<p>Open term contract.</p>																
<p>Early Termination Charges</p>	<p>SmartWiFi can be added to your Fibre Broadband Plan for \$5/month for the first 12 months, after which there will be no charge. If you add SmartWiFi to your Fibre Broadband plan, an Early Termination Charge will apply if, within 12 months of adding SmartWiFi, you:</p> <ul style="list-style-type: none"> cancel your SmartWiFi Add-On; cancel your broadband plan; transfer or re-sign to an ineligible broadband plan; or change ownership of your billing account. <p>Deco X50 Term remaining (incl. GST)</p> <p>0-1 month – \$20.75 1-2 months – \$41.50 2-3 months – \$62.25 3-4 months – \$83.00 4-5 months – \$103.75 5-6 months – \$124.50 6-7 months – \$145.25 7-8 months – \$166.00</p>																

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<p>Notice Period (Cancellation)</p>	<p>One month’s minimum notice or any lesser notice period agreed between us applies to all One New Zealand Broadband plans.</p>

Other Requirements	<p>To use One New Zealand voice calling over broadband, you'll need to plug your home phone directly into the One New Zealand modem we've sent you. Check your phone has a Telepermit sticker.</p> <p>One New Zealand voice calling over broadband service won't work on other modems.</p> <p>Our open term Fibre Broadband plans include 'bring your own modem'. Modem capability and functionality requirements apply when you bring your own modem. Broadband speeds and connection may be affected if you use your own modem.</p>
Traffic Management	<p>Our policy is to provide you with the best broadband experience possible, so we won't slow down or throttle your connection. However, in some circumstances (such as in the unlikely event of a network attack) we may be required to take reasonable action to protect our customers and effectively manage our network.</p>
Fair Use	<p>One New Zealand does not have a fair use policy for One New Zealand Fibre, HFC, VDSL or ADSL broadband</p> <p>Note: All broadband plans (including the Unlimited Broadband Pack) are for standard residential use only and are not to be used for commercial types of activity or purposes. Non-residential, commercial purposes will include (but is not limited to) e.g., selling bandwidth to third parties or running an Internet Service Provider.</p>
Effects on Other Services	<p>Your broadband requires mains power and an active broadband connection to work. If power is not available (e.g., during a local power outage) the broadband, and any services which run over it including voice calling over broadband will not work. This includes all calls, even emergency calls to 111.</p> <p>We recommend keeping your modem switched on and having a charged mobile phone ready to use as a backup in case of a power cut unless you have a battery back up at home.</p> <p>Most systems such as monitored medical, security or other alarms should work with voice calling over broadband, but some don't. Therefore, it's important that you call the company that monitors your alarm to ask if their service will work with voice calling over broadband. If not, they may be able to find an alternative for you before you switch to voice calling over broadband.</p> <p>Other services that require a traditional fixed phone line to work, such as older fax machines or the interactive features of Sky Digital are incompatible with voice calling over broadband. One New Zealand recommend checking with your provider if you have any existing phone dependent services.</p>
Complaints and Disputes	<p>Information about our process for customer complaints is available here: one.nz/contact/feedback/</p> <p>If we are unable to resolve your concern, you are free to contact the Telecommunication Dispute Resolution Scheme (TDR). For more information on the TDR, please visit tdr.org.nz</p>

All prices quoted are inclusive of GST. This is a summary only. The full legal terms and conditions for these plans are available at one.nz/legal/terms-conditions/residential-fixed/