

# One New Zealand Unlimited – VDSL Broadband

Offer Summary – 24 September 2024

| Service Overview              |  |                           |  |                               |  |           |               |                |              |              |
|-------------------------------|--|---------------------------|--|-------------------------------|--|-----------|---------------|----------------|--------------|--------------|
| <b>Service Description</b>    | <p>VDSL Broadband is faster than our basic ADSL fixed line broadband service on copper. Available to customers who can get VDSL at their nominated address.</p> <p>There is one Unlimited Broadband plan available on VDSL:</p> <ul style="list-style-type: none"> <li>Unlimited VDSL Broadband</li> </ul> <p>Our VDSL 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><b>Voice calling (Home phone) Add-On</b></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> |                           |  |                               |  |           |               |                |              |              |
| <b>Availability</b>           | <p>One New Zealand VDSL Broadband is not available everywhere.</p> <p>Visit <a href="https://one.nz/broadband">one.nz/broadband</a> and check what’s available at your place.</p>  |                           |  |                               |  |           |               |                |              |              |
| <b>Service Charge</b>         | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #008000; color: white;">Unlimited VDSL Broadband</th> </tr> <tr> <th style="background-color: #d9ead3;">Plan</th> <th style="background-color: #d9ead3;">Open term</th> <th style="background-color: #d9ead3;">12 month term</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9ead3;">Unlimited VDSL</td> <td style="background-color: #d9ead3;">\$99.99 p/m*</td> <td style="background-color: #d9ead3;">\$99.99 p/m*</td> </tr> </tbody> </table> <p>*Unlimited broadband plans include a \$10 life of plan discount.</p> <p>Prices are current as of 24 September 2024 and are subject to change.</p> <p>To see in market pricing and current promotions visit <a href="https://one.nz/broadband">one.nz/broadband</a></p>  | Unlimited VDSL Broadband  |  |                               | Plan   | Open term | 12 month term | Unlimited VDSL | \$99.99 p/m* | \$99.99 p/m* |
| Unlimited VDSL Broadband      |  |                           |  |                               |  |           |               |                |              |              |
| Plan                          | Open term  | 12 month term             |  |                               |  |           |               |                |              |              |
| Unlimited VDSL                | \$99.99 p/m*   | \$99.99 p/m*              |  |                               |  |           |               |                |              |              |
| <b>Setup Charge</b>           | <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 20%;"><b>Open term contract</b></td> <td>You will need to bring your own modem<br/>Free standard broadband setup (worth \$101.20 for VDSL)</td> </tr> <tr> <td><b>12 month term contract</b></td> <td>One New Zealand modem included (RRP \$264.00)<br/>Free standard broadband setup (worth \$101.20 for VDSL)</td> </tr> </tbody> </table> <p>Note that a modem postage and handling fee of \$14.95 applies to all modems supplied. See ‘Other Charges’ for additional setup charges, which may apply.</p>   | <b>Open term contract</b> | You will need to bring your own modem<br>Free standard broadband setup (worth \$101.20 for VDSL) | <b>12 month term contract</b> | One New Zealand modem included (RRP \$264.00)<br>Free standard broadband setup (worth \$101.20 for VDSL) |           |               |                |              |              |
| <b>Open term contract</b>     | You will need to bring your own modem<br>Free standard broadband setup (worth \$101.20 for VDSL)   |                           |  |                               |  |           |               |                |              |              |
| <b>12 month term contract</b> | One New Zealand modem included (RRP \$264.00)<br>Free standard broadband setup (worth \$101.20 for VDSL)   |                           |  |                               |  |           |               |                |              |              |

| <b>Other Charges</b>                | <p>Additional charges may apply for items such as Voice Calling, non-standard installations, additional in-home technician work performed at the time of installation.</p> <table border="1" data-bbox="459 264 1394 443"> <thead> <tr> <th data-bbox="459 264 692 349">Add-On</th> <th data-bbox="692 264 1034 349">Open term</th> <th data-bbox="1034 264 1394 349">12 month term</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 349 692 443">Voice calling over broadband</td> <td data-bbox="692 349 1034 443">\$10.00 p/m</td> <td data-bbox="1034 349 1394 443">\$10.00 p/m</td> </tr> </tbody> </table> <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 <a href="https://www.one.nz/home-phone/calling-features/">https://www.one.nz/home-phone/calling-features/</a></p> | Add-On        | Open term | 12 month term | Voice calling over broadband | \$10.00 p/m | \$10.00 p/m |
|-------------------------------------|--|---------------|-----------|---------------|------------------------------|-------------|-------------|
| Add-On                              | Open term  | 12 month term |           |               |                              |             |             |
| Voice calling over broadband        | \$10.00 p/m  | \$10.00 p/m   |           |               |                              |             |             |
| <b>Broadband Performance</b>        | <p>See <a href="#">Measuring Broadband NZ</a> 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>  |               |           |               |                              |             |             |
| <b>Access Type</b>                  | <p>Copper VDSL.</p> <p>For more information about access types, visit <a href="#">What is Broadband and Why Should I be Interested? - TCF</a></p>  |               |           |               |                              |             |             |
| <b>Other Information</b>            |  |               |           |               |                              |             |             |
| <b>Minimum Contract Period</b>      | <p>You can choose from either, Open or 12-month term contract.</p>   |               |           |               |                              |             |             |
| <b>Early Termination Charge</b>     | <p>An Early Termination Charge will apply if you choose to disconnect or downgrade to a lower value broadband plan before the end of your contract term.</p> <p>If you joined One New Zealand unlimited broadband from 26 February 2020, a graduated early termination charge will apply:</p> <p>\$199 early termination charge applies to a 12-month term and will reduce by \$50 every three months.</p>   |               |           |               |                              |             |             |
| <b>Notice Period (Cancellation)</b> | <p>One month's minimum notice or any lesser notice period agreed between us applies to all One New Zealand Broadband plans.</p>  |               |           |               |                              |             |             |
| <b>Other Requirements</b>           | <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 Unlimited VDSL Broadband only plan on Open Term includes '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>   |               |           |               |                              |             |             |
| <b>Traffic Management</b>           | <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>   |               |           |               |                              |             |             |

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| <p><b>Fair Use</b></p>                  | <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 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>  |
| <p><b>Effects on Other Services</b></p> | <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> |
| <p><b>Complaints and Disputes</b></p>   | <p>Information about our process for customer complaints is available here: <a href="https://one.nz/contact/feedback/">one.nz/contact/feedback/</a></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 <a href="https://tdr.org.nz">tdr.org.nz</a></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/](https://one.nz/legal/terms-conditions/residential-fixed/)