

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: BUSINESS FIBRE

DESCRIPTION

Business Fibre provides you access to a high-speed internet connection for your business premises. This service runs on a fibre connection provide by one of the Local Fibre Companies (LFCs). Our SmartWifi modem gives you control over your Wifi network and our SuperWifi units provide you with increased, seamless coverage through the power of Wifi 6 mesh technology.

OPTIONS, INCLUSIONS AND ADD-ONS

OPTIONS & INCLUSIONS		
Component	Business Fibre	Business Fibre with Boost
Broadband speed	Download speeds will vary by Local Fibre Company (LFC): <ul style="list-style-type: none"> • Northpower, Enable and TFF up to 300 Mbps / upload up to 300 Mbps • Chorus up to 500 Mbps / upload up to 500 Mbps 	Download speeds up to 900 Mbps / upload up to 450 Mbps
Broadband data limit	Unlimited	Unlimited
SmartWifi modem included	✓	✓
Free Static IP included (upon request)	✓	✓
ADD-ONS		
Component	Descriptions	
SuperWifi	This provides seamless Wifi coverage throughout your premises using mesh units (more than one unit may be required)	
Business VoIP	A VoIP landline	
Business VoIP calling bundle	Unlimited calls to standard NZ and Aus landline and mobiles	
Voicemail	This allows unanswered callers to leave a voice message which can be checked from anywhere in NZ	
Call divert	This allows you to divert your incoming calls to another number so you can answer your calls wherever you are. Charges may apply for calls to numbers excluded from the Business VoLTE service	
Call waiting	An incoming call can be identified and answered by the user while they are in the middle of an existing active call. The user can toggle between both calls, disconnect the existing active call or conference in the second caller	

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SERVICE CONDITIONS

Business Fibre is available on a 12-month term.

SuperWifi is available on a 12-month term.

Business Fibre: speeds will vary depending on which LFC is in your area. Ask us to check your address' availability.

Details of the applicable Charges are set out in the Pricing Schedule. We may change any of the Charges relating to Business Fibre on 30 days' notice.

If you terminate your Wireless Broadband service before the end of the Service Initial Term, Early Termination Charges will apply as set out in the tables below.

Our agreement to provide Business Fibre services to you is conditional upon us confirming that we are able to supply Fibre Access to your sites, and your confirmation to meet any additional costs or terms that might apply.

If we consider that any installation is not simple, additional charges may incur on a time and materials basis, and we will consult with you to agree on the costs (or the basis of such costs) prior to incurring them.

If you have an existing fixed service, you are responsible for cancelling that existing fixed service, and paying any termination charges to your service provider. We strongly recommend that you do not cancel your current existing fixed service before we have successfully completed installation of your Business Fibre Service. If you do so, there is a risk that your current service will terminate before we have completed your installation.

A Static IP may be added at no additional charge.

Your phone line is a VoIP service provided over your Fibre Access. There is a maximum of one phone line on Business Fibre plans. Your phone line requires mains power and broadband coverage to operate, and disruption of power will affect your Fibre Access.

Your Business VoIP Calling Service includes unlimited standard calling to New Zealand and Australian landlines and mobiles. Included Calling is standard person to person calls to standard New Zealand numbers and standard Australian numbers. Included Calling does not include: calls to Australian external territories (including Norfolk Island) or satellite services; calls to premium and special numbers in Australia and New Zealand. Excluded Calls will be charged at the rates set out in the table below.

All Chargeable Calls are charged on a minute plus minute basis (calculated to the next minute). There is a one-minute minimum charge for each call, and the Charge for each call is rounded to the nearest cent.

In addition to our Business Terms, you may not use your Business VoIP service for: auto-dialling, continuous call forwarding, telesales, contact centres, multiple simultaneous calling, resupply, resale, on-sale, supply to a third party or any other activity that we consider to be non-standard usage.

If we provide Business Fibre to you over the UFB network, you must:

- (a) confirm that you have obtained your landlord's consent (if you are not the property owner) to all works being undertaken at the property that may be required for you to receive the Services as required by a LFC; and
- (b) agree to be bound by the LFC (End User) Terms. These are the applicable standard terms issued by each LFC (as amended from time to time). Depending on your region, these terms may be viewed on our website [here](#).

We will supply you with Customer Premise Equipment (Supplied CPE). The Supplied CPE is your Equipment. We will charge for any replacement Equipment ordered.

Your Fibre Service is intended to be used in conjunction with the Supplied CPE. If you choose to connect alternative equipment to the Business Broadband Service:

- (a) we will not provide advice on configuring alternative equipment;
- (b) we cannot ensure that such alternative equipment will connect to the Business Broadband service, or will continue to operate in the future; and
- (c) all alternative equipment must be telepermitted.

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The performance of your equipment (including Supplied CPE) depends on the complexity of your configuration, such as firewall rules or encryption. This may impact your ability to use all of the internet bandwidth available to you.

We apply traffic management policies to avoid congestion. The traffic management policies of other network operators may also impact you.

Statements about the speed of your Fibre Service are based on theoretical maximums and are not guarantees of continuous speed. The actual speed that your broadband connection can achieve will depend on a number of factors which may include: your equipment (including your computer and Wi-Fi capability); your internal and external premises wiring; the distance of your premises from the exchange; New Zealand and overseas networks; internet traffic congestion; other environmental factors and how many other people are using it at the time.

Fibre Access Service Description also applies.

SmartWifi Fibre

SmartWifi Fibre: The Early Termination Charge for 12-month SmartWifi Fibre is \$229.00 at the beginning of the 12-month term and will reduce as per the schedule below.

12-month Early Termination Charge												
ETC	\$229.00	\$209.92	\$190.83	\$171.75	\$152.67	\$133.58	\$114.50	\$95.42	\$76.33	\$57.25	\$38.17	\$19.08
Months remaining	12	11	10	9	8	7	6	5	4	3	2	1

SuperWifi

SuperWifi: The Early Termination Charge for 12-month SuperWifi is \$229.00 at the beginning of the 12-month term and will reduce as per the schedule below.

12-month Early Termination Charge												
ETC	\$229.00	\$209.92	\$190.83	\$171.75	\$152.67	\$133.58	\$114.50	\$95.42	\$76.33	\$57.25	\$38.17	\$19.08
Months remaining	12	11	10	9	8	7	6	5	4	3	2	1

Business VoIP calling charges

Business VoIP per minute calling charges	Landline	Mobile
Standard New Zealand and Australia calling	\$0.00	\$0.00
Canada, USA	\$0.10	\$0.10
Belgium, Brazil, Chile, China, Denmark, Finland, France, Germany, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Malaysia, Mexico, Netherlands, Norway, Philippines, Singapore, South Africa, South Korea, Spain, Sweden, Taiwan, Thailand, UK	\$0.10	\$0.30
American Samoa, Argentina, Fiji, French Polynesia, New Caledonia, Western Samoa, Cook Islands, Tonga, Vanuatu, Papua New Guinea, Sri Lanka	\$0.70	\$0.70
All other countries other than those listed above	\$0.90	\$0.90
Assisted calls (per minute)	National	International
Direct Connect	\$0.41	N/A
Directory Assistance	\$0.75	\$1.68