

# MASTER SERVICES AGREEMENT

## SERVICE DESCRIPTION



### SERVICE DESCRIPTION: ENDLESS DATA

#### DESCRIPTION

Our Endless Data mobile plans give you access to unlimited data and calls. Additionally, with our Companion Plan, you can add your team of up to three people, and they'll get their own Endless Data, Talk & TXT plan, so no more sharing.

#### OPTIONS, INCLUSIONS, AND ADD-ONS

Options and Inclusions			
Component	Small Endless Data Plan	Medium Endless Data Plan	Extra Large Endless Data Plan
Max Speed Data	5GB	15GB	100GB
Endless Data	✓	✓	✓
Unlimited Talk & TXTs to standard NZ and Australia numbers	✓	✓	✓
250 mins & 50 TXTs to international destinations	X	✓	✓
5G access included	✓	✓	✓
One NZ Satellite TXT	✓	✓	✓
Open Term Plan	✓	✓	✓
Add-ons			
Companion Plans	X	✓	✓

#### 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](https://one.nz/spacex) – details will be updated regularly.

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### SERVICE CONDITIONS

- Speeds will be reduced to a maximum of 1.2Mbps once your plan's full speed data allowance has been exceeded. Data is available for use within the One New Zealand network only.
- Fair use policy applies for Unlimited data on One Plan™
- 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 <https://www.one.nz/business/roaming>.
- Unlimited voice calls & TXT to standard NZ & Aus numbers (i.e. no shortcodes or MMS/PXT).
- 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.
- Unlimited Talk and TXT is not for multiple simultaneous calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialling, machine to machine communication (including by using your SIM card in any other device), Cellular Trunking Units (CTUs), or any other activity that One New Zealand considers to be non- standard usage.
- If you have any add-ons or discounts on your existing plan/account, they won't be applied to new plan
- Companion plans must be the same plan type as the Primary plan.
- If you wish to join a Companion plan, your number will be added to the Primary plan holder's account. When this occurs, they control the number and are responsible for the monthly charges incurred by your number.
- 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.