

One New Zealand Unlimited – Wireless Broadband



Product Description – 5 May 2026

Service Overview							
Service Description	<p>Wireless Broadband is a broadband service that runs over our mobile network. Wireless Broadband services are only available in areas with sufficient 4G or 5G coverage.</p> <p>There is one Unlimited Broadband plan available on Wireless:</p> <ul style="list-style-type: none"> Wireless Unlimited Broadband with SmartWiFi <p>Home phone (VoLTE Calling) Add-On</p> <p>Home phone (VoLTE calling) is voice calling over the 4G network. VoLTE stands for Voice over Long-Term Evolution. It's a technology that allows calls to be made over a 4G LTE network instead of the older 2G or 3G networks. 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>One New Zealand Wireless Broadband is not available everywhere. Visit one.nz/broadband/ and check what's available at your place.</p>						
Service Charge	<table border="1" data-bbox="448 983 1374 1238"> <thead> <tr> <th colspan="2">Unlimited Broadband with SmartWiFi</th> </tr> <tr> <th>Plan</th> <th>12 month term</th> </tr> </thead> <tbody> <tr> <td>Unlimited Wireless Broadband</td> <td>\$65 p/m</td> </tr> </tbody> </table> <p>Prices are current as at 22 May 2025 and are subject to change.</p> <p>To see in market pricing and current promotions visit one.nz/broadband</p>	Unlimited Broadband with SmartWiFi		Plan	12 month term	Unlimited Wireless Broadband	\$65 p/m
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Setup Charge	<table border="1" data-bbox="427 1346 1433 1585"> <tr> <td data-bbox="427 1346 767 1585">12-month term contract</td> <td data-bbox="767 1346 1433 1585"> <p>One New Zealand SmartWiFi modem included (RRP \$499.00 for 4G/5G SmartWiFi Modem)</p> <p>Installation of the modem can be performed by customers using the instructions provided with the modem.</p> </td> </tr> </table> <p>See 'Other Charges' for additional setup charges, which may apply.</p>	12-month term contract	<p>One New Zealand SmartWiFi modem included (RRP \$499.00 for 4G/5G SmartWiFi Modem)</p> <p>Installation of the modem can be performed by customers using the instructions provided with the modem.</p>				
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<p>Other Charges</p>	<p>Additional charges may apply for items such as Voice Calling, additional in-home technician work performed.</p> <table border="1" data-bbox="448 183 1393 584"> <thead> <tr> <th data-bbox="448 183 692 266">Add-On</th> <th data-bbox="692 183 863 266">Price</th> <th data-bbox="863 183 1054 266">Term</th> <th data-bbox="1054 183 1393 266">Other requirements</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 266 692 360">SmartWiFi</td> <td data-bbox="692 266 863 360">\$0 p/m</td> <td data-bbox="863 266 1054 360">12 months</td> <td data-bbox="1054 266 1393 360">Included in all Wireless Broadband plans.</td> </tr> <tr> <td data-bbox="448 360 692 472">SuperWiFi (per mesh unit)</td> <td data-bbox="692 360 863 472">\$5 p/m</td> <td data-bbox="863 360 1054 472">12 months</td> <td data-bbox="1054 360 1393 472">Sign up to SmartWiFi on Unlimited Wireless Broadband to be eligible.</td> </tr> <tr> <td data-bbox="448 472 692 584">Home Phone (VoLTE Calling)</td> <td data-bbox="692 472 863 584">\$10 p/m</td> <td data-bbox="863 472 1054 584">12 months</td> <td data-bbox="1054 472 1393 584">Sign up to SmartWiFi on Wireless Broadband to be eligible.</td> </tr> </tbody> </table> <p>SmartWiFi Add-On included for \$0/month on Wireless Broadband plans on a 12-month term.</p> <p>Sign up to SmartWiFi on Unlimited Wireless Broadband to be eligible for SuperWiFi. Each SuperWiFi mesh unit is \$5/month on a 12-month term.</p> <p>Home phone (VoLTE calling) 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	\$0 p/m	12 months	Included in all Wireless Broadband plans.	SuperWiFi (per mesh unit)	\$5 p/m	12 months	Sign up to SmartWiFi on Unlimited Wireless Broadband to be eligible.	Home Phone (VoLTE Calling)	\$10 p/m	12 months	Sign up to SmartWiFi on Wireless 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>For wireless connections, factors such as the distance you are from a cell tower, the network capability, and the overall use of that cell tower by other customers can impact the speed experienced. Wireless Broadband services are available at eligible addresses only, and a Fair Use Policy applies.</p>																
<p>Access Type</p>	<p>Wireless Broadband is a broadband service that runs over our mobile network. Actual user speeds will vary and are affected by various factors including how you're connected to the internet (using a Gigabit Ethernet cable is better than WiFi, which could have a large impact on speed), the hardware and software used, number of devices connected, time of day, and where the data is downloaded from.</p> <p>For full Wireless terms, see one.nz/legal/terms-conditions/wireless-broadband/</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>12-month term contract on SmartWiFi.</p>																
<p>Early Termination Charge</p>	<p>You must have SmartWiFi to be on our Wireless Broadband plans. SmartWiFi costs \$0/month for the first 12 months, after which there will be no charge. 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. 																

Deco BE48**Term remaining (incl. GST)**

0-1 month remaining – \$41.58
1-2 months remaining – \$83.17
2-3 months remaining – \$124.75
3-4 months remaining – \$166.33
4-5 months remaining – \$207.92
5-6 months remaining – \$249.50
6-7 months remaining – \$291.08
7-8 months remaining – \$332.67
8-9 months remaining – \$372.45
9-10 months remaining – \$415.83
10-11 months remaining – \$457.42
11-12 months remaining – \$499

You can add SuperWiFi to your Unlimited Wireless broadband plan. Each SuperWiFi mesh node costs \$5/month for the first 12 months, after which there will be no charge. An Early Termination Charge will apply for each SuperWiFi node you have added to your account if, within 12 months of adding SuperWiFi, you:

- cancel your SuperWiFi Add-On;
- cancel your broadband plan;
- transfer or re-sign to an ineligible broadband plan; or
- change ownership of your billing account.

Deco BE28**Term remaining (incl. GST)**

0-1 month remaining – \$20.75
1-2 months remaining – \$41.50
2-3 months remaining – \$62.25
3-4 months remaining – \$83.00
4-5 months remaining – \$103.75
5-6 months remaining – \$124.50
6-7 months remaining – \$145.25
7-8 months remaining – \$166.00
8-9 months remaining – \$186.75
9-10 months remaining – \$207.50
10-11 months remaining – \$228.25
11-12 months remaining – \$249.00

If you joined One New Zealand before 22 May 2025, 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.

4G Wireless Broadband

10-12 months remaining – \$249.00
7-9 months remaining – \$186.75
4-6 months remaining – \$124.50
1-3 months remaining – \$62.25

	<p>5G Wireless Broadband</p> <p>10-12 months remaining – \$629.00</p> <p>7-9 months remaining – \$375.00</p> <p>4-6 months remaining – \$250.00</p> <p>1-3 months remaining – \$125.00</p>
Notice Period (Cancellation)	One month's minimum notice or any lesser notice period agreed between us applies to all One New Zealand Broadband plans.
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. Our Wireless Broadband plans do not include a 'bring your own modem' option.</p>
Traffic Management	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.
Fair Use	<p>Our Fair Use Policy applies to Wireless broadband plans.</p> <p>We have developed our Fair Use Policy by reference to average customer profiles, estimated customer usage of our Services, and any relevant Data allowances.</p> <p>If your usage of our Services materially exceeds the range of estimated use patterns or is likely to damage or negatively impact the operation of our network, we will consider your usage to be excessive and/or unreasonable. We may contact you to advise you that your usage is in breach of our Fair Use Policy, and request that you stop or alter your usage to come within our Fair Use Policy.</p> <p>If your excessive or unreasonable usage continues after receipt of a request to stop or alter the nature of such usage, we may without further notice restrict, suspend or cancel your Services.</p> <p>Note: All broadband plans (including Unlimited 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>
Effects on Other Services	<p>Your broadband requires mains power and an active broadband connection to work.</p> <p>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	Information about our process for customer complaints is available here: one.nz/contact/feedback/ 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
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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/

Traffic Management Policy Statement

- To optimise energy efficiency, wireless broadband modems will temporarily revert to 4G connectivity between 12:00am and 6:01am. If higher capacity is required during this time, the modem will automatically switch back to 5G.
- We take our legal obligations seriously and comply with any regulations which require us to manage traffic.

Service Restriction Policy Statement

- We adhere to the 11 Voluntary principles to Counter Online Child Sexual Exploitation and Abuse developed by Te Tari Taiwhenua Department of Internal Affairs.
- We block sites which we believe to be offering or promoting copyrighted material or which are offering or promoting adult (e.g. pornographic) material.
- We block sites which contain terrorist or violent extremist content.
- We use Carrier Grade Network Address Translation (Carrier Grade NAT) technology in our network meaning that your IP address will not be publicly accessible.
- We block both inbound and outbound SMTP traffic as these services are often used for sending spam.
- We take our legal obligations seriously and comply with any laws which require us to restrict services available to our customers.