



**NOW – At Home Broadband Plans
Copper ADSL – Naked Broadband
OFFER SUMMARY**

Service Overview

Service Description	<p>Naked Broadband, connecting your home to our copper ADSL network.</p> <p>This is broadband only. You do not get a phoneline or phone number. Capped usage plans include a monthly data limit.</p>						
Availability	<p>Copper ADSL naked broadband is available in our ADSL coverage areas only. You can check your coverage on our website at http://www.nownz.co.nz.</p>						
Service Charge	<table border="1"><thead><tr><th>Charge</th><th>Monthly data allowance</th></tr></thead><tbody><tr><td>\$75 per month</td><td>125GB</td></tr><tr><td>\$85 per month</td><td>Unlimited</td></tr></tbody></table> <p><i>Prices are current as at September 2017 and are subject to change. To see current pricing please see our 'home plans' www.nownz.co.nz/plans</i></p>	Charge	Monthly data allowance	\$75 per month	125GB	\$85 per month	Unlimited
Charge	Monthly data allowance						
\$75 per month	125GB						
\$85 per month	Unlimited						
Additional Data Charges	<p>Capped naked broadband plans by default have our handbrake service, where if you use all your available data quota, your connection slows to 128kilobits per second until the day your next monthly quota begins.</p> <p>You can choose to have the handbrake service turned off so you continue to receive full speed broadband and you will be charged \$1 for each additional gigabyte used.</p>						
Local Calls	<p>NOW's Local Calling Areas are based on the Number Administration Deed. Please read http://www.nad.org.nz/for-consumers/the-numbering-plan-explained/</p>						
Set Up Charges	<p>There are no set up charges if you are transferring from another provider.</p> <p>If you are requesting a new connection, you can elect for a free standard connection with a 12 month contract or a standard installation fee of \$150.</p>						

Broadband Performance Information

Access Type	<p>Copper ADSL</p> <p>We provide a range of copper ADSL plans. Our standard copper ADSL plan provides broadband speeds up to 24 Megabits download x 1 Megabit upload or as fast as your copper ADSL line allows.</p> <p>To help provide guidance, NOW has carried out the testing of broadband speeds when using our NOW Fibre Plans - click here to see the results http://nownz.co.nz/docs/fibreplanspeeds</p> <p>For more information from the New Zealand Telecommunications Forum about broadband speeds and performance click here http://tcf.org.nz/broadbandperformance</p>
--------------------	---

Other Information	
Minimum Contract Period	<p>You can choose from either;</p> <ul style="list-style-type: none"> • No contract term (you can cancel this service at any time); or • 12 month term* <p><i>*Some promotions or deals offered in conjunction with our services may make them subject to a contract term. See www.nownz.co.nz/terms for more information.</i></p>
Early Termination Fee	<p>There are no early termination fees if you have no contract term.</p> <p>If you are within a 12-month contract and your service is disconnected prior to the completion of the minimum contract period, you'll be charged an early termination fee of \$199.</p>
Notice period	<p>If you want to cancel your broadband service, you'll need to give us a minimum 30 days' notice.</p>
Other Requirements	<p>You will require a ADSL capable router. You can use your own router, or purchase one from NOW from \$75.</p> <p>At home naked broadband plans come standard with a private IP address, for a static public IP address, you must purchase this separately for \$5 per month.</p>
Traffic Management	<p>We may use traffic management policies to make sure that the available bandwidth on our network is shared equally and proficiently between all users. In certain instances traffic may be prioritised so that general web-browsing, real time applications like Skype, online games and streaming video services perform to optimum standards.</p>
Acceptable Use	<p>Please see our Acceptable Use Policy at www.nownz.co.nz/terms</p>
Effects on other services	<p>Your naked broadband service requires power to operate. If power is not available (e.g. during a localised power outage) the broadband, and any services which run over it, may stop working unless you have electricity backup in your home.</p>
Other charges	<p>If you are moving your existing NOW Copper ADSL connection to a new site you will be subject to a one-off charge of \$49 (Does not include a Router)</p>
Disputes	<p>NOW is a member of the Telecommunication Dispute Resolution scheme www.tdr.org.nz.</p> <p>More information about making a complaint can be found on our website at www.nownz.co.nz/complaints</p>

All NOW prices quoted are inclusive of GST.

This is a summary only. The full legal terms and conditions for this plan are available at www.nownz.co.nz/terms