

# Residential Calling Service Terms

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These Service Terms form part of your Agreement with NOW and should be read in conjunction with NOW's Residential Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/residential-terms-and-conditions/>. In the event of any inconsistency between these Service Terms and any other clause of the Agreement, these terms take precedence.

## 1. Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW residential customers. In this agreement, we have used "we" or "us" for NOW providing services for you, "you" for the customer and "service" or "services" to cover all goods and services of any kind we provide and anything else we do.

The following Service Terms apply to our residential customers who have a NOW Residential Calling Service.

## 2. Service options

### 2.1 Service Description

The Residential Calling Service provides calling for your NOW residential telephony service. These Residential Calling Service Terms incorporates the following NOW telephony services:

- Fibre Voice – voice services provided via the ATA port on your fibre ONT (Optical Network Terminal)
- Copper phone lines – standalone lines or with your ADSL or VDSL broadband.

### 2.2 Calling Types

The following calling types are covered by this service:

- Local calls. NOW's Local Calling Areas are based on the [Number Administration Deed](#).
- National calls.
- Fixed line calls to mobile - calls to any mobile number from a New Zealand mobile operator.
- International calls – calls to any international numbers outside of New Zealand.
- 0900 calls
- Operator assisted or directory assistance calls

## 3. Service terms

1. Where a phone line is provided you agree that all calling, and toll services used by you shall be provided by NOW.
2. A one-minute minimum call charge applies to all telephone calls. Per second charging applies after the first minute.
3. NOW's Calling prices are detailed in our [Standard Calling Rates document](#).
4. NOW's Calling pricing is subject to change at any time.
5. You must also pay for 0900 calls charged to you or made from your phone regardless of who makes them from your phone. NOW will charge you for those calls on behalf of 0900 service providers. Agreement to pay for those calls also applies to and is for the benefit of the 0900 service providers and may be enforced by them. Billing for these services may not be within the normal billing period and may coincide with when charges are received on your behalf from 0900 service providers. NOW reserves the right to charge for 0900 calls for up to 6 months after they are made.

6. NOW provides free local calling to each residential telephony service. Free local calling is restricted to 2000 minutes per residential telephony service per month; if you exceed this limit NOW reserves the right to charge these additional calls at \$0.035 per minute.
7. Charges for your telephony services are separate from your calling rates.
8. All telephony services provided on the NOW Fibre network require power to operate. If you need to make calls in case of emergency during a power outage, you should maintain a cellphone connection in addition to your NOW connection or obtain an UPS (Uninterrupted Power Supply).
9. If you are migrating to NOW's Fibre Voice and have a medical alarm, fire alarm or security alarm you should check with your service provider to ensure that the service is compatible. NOW is not liable for any costs related to incompatibilities caused by a change to NOW Fibre Voice.