

Epic Unlimited Product Offer Terms

These Product Offer 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 Product Offer Terms and any other clause of the Agreement, these Product Offer 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 Epic Unlimited Plan is a NOW broadband service that is delivered over NOW Fibre. The following Product Offer Terms apply together with NOW's Residential Customer Terms and Conditions, NOW's Residential Broadband and Home Tech Assist Service Terms which collectively can be found at <https://www.nownz.co.nz/terms-conditions/>

2. Product Offer terms

1. The Epic Unlimited plan gives you discounted membership to NOW's Home Tech Assist In-Home Support service. This discount only applies while you remain on this plan and any change to another NOW Broadband plan will result in full membership fees being charged for Home Tech Assist In-Home Support membership from the date of the change.
2. Home Tech Assist in-home visits. 2 visits per year are included in this plan. Visits are of one-hour maximum duration each and must be to the home where the broadband connection is active. Visits that last longer than one hour will be charged at standard Home Tech Assist rates (we will notify you if the visit is going to start to incur additional charges). First year visits will become available from your connection date or transfer date to this plan and subsequent years will renew on the anniversary of the first-year date. Home Tech Assist visits do not accumulate across years, any unused visits within a 12-month period from your anniversary date will expire at the end of the 12-month period. Additional Home Tech Assist visits within any year will be charged at standard Home Tech Assist rates.
3. Home Tech Assist Remote Support. The use of our home tech support team (via the phone) is subject to fair use. Fair use being defined as fair, reasonable and not excessive, as reasonably determined by NOW, referencing average and/or estimated typical household usage of our home tech support team.
4. Home Tech Product Discount. Eligibility for 10% product code discount applies only to this plan for all smart home devices listed at <https://shop.nownz.co.nz/>. If you decide to change your plan, the discount code will become void. The plan discount code cannot be passed onto other people (e.g. friends or family). NOW reserves the right to decline purchases made, using the discount code, where the purchaser is someone other than the account holder. The plan discount code will be given to you when you upgrade to this plan or emailed to you when you first join NOW on this plan.
5. Changing these terms. NOW reserves the right to make changes to plans and terms. We will provide you with a minimum of ten working days (one month where possible) notice.