

# Broadband Product Offer Disclosure

## 1. Overview

These Broadband Product Offer Disclosure provide a summary of information for each of NOW's broadband plans.

### 1.1 Service Description

This disclosure applies to all current residential broadband plans that NOW offer as well as optional home phone services. Our broadband plans include the following options:

- ADSL 125GB data
- ADSL unlimited data
- VDSL 125GB data
- VDSL unlimited data
- Fibre 100/20 125GB data
- Fibre 100/20 unlimited data
- Fibre 900/400 unlimited data
- Fibre 900/400 unlimited data with Home Tech Assist membership

None of the above plans come with a phone line as standard but phone lines can be added for an extra charge.

### 1.2 Availability

NOW broadband is not available everywhere. To see what services are available you can visit [www.nownz.co.nz](http://www.nownz.co.nz)

### 1.3 Service Charges

Plan / Access type	Monthly Data Allowance	Price per month
ADSL, VDSL, Fibre 100/20 Mbit/s	125GB	\$75.00
ADSL, VDSL, Fibre 100/20 Mbit/s	Unlimited	\$85.00
900/400 Mbit/s	Unlimited	\$99.00
900/400 Mbit/s with Home Tech Assist	Unlimited	\$115.00

Prices are current as at current as at 1 October 2019 and are subject to change. To see current pricing please see our residential broadband packages at [www.nownz/personal](http://www.nownz/personal).

### 1.4 Data caps and additional data

If you are on a plan with a data cap, we will apply a "handbrake" which will cap your costs should you use all of your monthly data allowance.

- When the "handbrake" is enabled and activated (i.e. you have used your data allowance) then the speed of your connection will be limited to 128Kbps until the next calendar month.
- You can disable the handbrake at any time during the month if you disable the handbrake you must pay for any additional data used at the standard overage rate which is \$1 per GB.

### 1.5 Set Up Charges

\$79 standard connection fee for ADSL and VDSL access types.

\$120 modem charge applies if taking a NOW router.

\$14 delivery charge applies if taking a NOW router.

## 2. Other terms

### 2.1 Minimum Term Period

Our standard offers are open term.

We will also offer 12-month contract terms for customers who would like us to waive the ADSL or VDSL set up charges.

From time to time we will have promotional offers which have a 12-month term. We will always stipulate this with our offer and these offers have separate [offer terms](#).

### 2.2 Early Termination Charge

If you are on a fixed 12-month term you will need to pay an early termination charge of \$199 if you end your contract early. We may reduce the early termination charge where applicable to take into account any upfront charges you have previously paid for that connection.

There are no early termination charges if you sign-up on an open term.

### 2.3 Notice period for termination

Subject to any minimum term or notice period (where, as noted an early termination fee may apply), charges will stop 30 days after we receive your notice from you to terminate a service, unless we agree that charges will stop earlier.

### 2.4 Traffic Management

No traffic management policies apply on any of our broadband plans, including Unlimited Data.

### 2.5 Fair Use

If you select or are on a plan with unlimited usage, Fair and Reasonable Use applies. Fair and Reasonable Use is determined as usage that falls into “normal” incidence and use compared to NOW’s total Residential Broadband client base. Where use is significantly (2 standard deviations) higher than median usage, NOW reserves the right at its discretion to review the service and pricing being provided under your agreement.

### 2.6 Effects on other services

All phonelines provided on the NOW Fibre Broadband 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).

Other charges

### 2.7 Add-On Services

Home Phone Line. Includes local calling and you can add optional calling features.	\$5/month.
Unlimited NZ Landline Calling	\$10/month
Unlimited NZ and Australia Landline Calling	\$20/month
International Top 10 landlines	\$25/month
International Top 20 landlines	\$30/month



Smart service bundle (voicemail, caller id, call divert)	\$5/month
Home Tech Assist remote (phone) membership	\$9.95/month
Home Tech Assist in-home membership	\$19.95/month

Home Tech Assist is a 12-month membership (billed monthly) that gives you access to our Techsperts for smart home device, IT or WiFi related in-home assistance. Remote membership provides unlimited phone support. In-home membership provides up to 2 one-hour home visits per 12 month membership period as well as unlimited phone support. Home tech assist can also be ordered for one-off jobs at an hourly rate.

## **2.8 Disputes**

NOW is a member of the Telecommunications Disputes Resolution scheme.

All prices quoted in this document include GST.

These product offer terms are a summary only. You can find NOW's full terms and conditions [here](#).

