

## Residential Promotional Offer Terms

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These promotional 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 Offer Terms and any other clause of the Agreement, these Offer Terms take precedence.

### 1. General offer terms

1. All promotional offers are valid for a limited time and are subject to change by NOW without notice.
2. Promotional offers are available for new residential customers only.
3. The below offers cannot be used in conjunction with any other offer.
4. Adding a phoneline to any of the below plans or offers will be an additional \$5 per month.

### 2. Current Offers

#### **Naked Unlimited Broadband at \$74.95 per month - 12 Months**

1. This offer is only available on a 12-month contract term and includes ADSL, VDSL and Fibre 100/20.
2. Promotion pricing is valid for your first 12-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 12 months. This excludes the first part-month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
5. Non-standard ADSL and VDSL connections may incur an installation charge which will be explained to you prior to connection.
6. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.



### **Naked Unlimited Broadband at \$74.95 per month - 24 Months**

1. This offer is only available on a 24-month contract term and includes ADSL, VDSL and Fibre 100/20.
2. Promotion pricing is valid for your first 24-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 24 months. This excludes the first part-month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
5. Non-standard ADSL and VDSL connections may incur an installation charge which will be explained to you prior to connection.
6. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Naked Unlimited Broadband with six months half price.**

1. This offer is only available on a 12-month contract term and includes ADSL, VDSL and Fibre 100/20.
2. Half price on monthly fee for 6 months is applied via 6 recurring monthly account credits of \$42.50 excluding the first part month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. A modem can also be purchased with a one-off charge of \$120 applied to your first invoice or you can select twelve instalments of \$10 per month over twelve months. Please note; \$14 Postage and packaging fee applies for modem delivery.
5. Non-standard ADSL and VDSL connections may incur an installation charge which will be explained to you prior to connection.
6. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Naked Unlimited Broadband at \$74.95 per month with no contract.**

1. Includes ADSL, VDSL and Fibre 100/20.

2. Promotion pricing is valid for your first 12-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 12 months. This excludes the first part-month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. All ADSL and VDSL connections will incur an installation charge of \$79.00.
5. Payment for this offer must be made via bank or credit card direct debit each month.

### **Joining credit promotions (e.g. \$200 Welcome Credit)**

1. Join credit promotions are only available on a 12-month contract term on any NOW Broadband Plan.
2. The joining credit will be applied as account credit to your NOW account upon signup.
3. Any joining credit cannot be redeemed for cash.
4. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Fibre 900/400 Unlimited Naked Broadband at \$84.95 per month - 12 Months**

1. This offer ends 31<sup>st</sup> December 2021
2. Only available on a 12-month contract term. Includes our Ultra Unlimited Plan only (Fibre 900/400)
3. Promotion pricing is valid for your first 12-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 12 months. This excludes the first part-month.
4. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
5. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
6. Early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Fibre 900/400 Unlimited Naked Broadband at \$84.95 per month - 24 Months**

1. This offer ends 31<sup>st</sup> December 2021

2. Only available on a 24-month contract term. Includes Ultra Unlimited Plan only (Fibre 900/400)
3. Promotion pricing is valid for your first 24-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 24 months. This excludes the first part-month.
4. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
5. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
6. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Fibre 900/400 Unlimited Naked Broadband with six months half price**

1. This offer ends 3<sup>rd</sup> September 2021
2. Only available on a 12-month contract term and includes Ultra Unlimited Plan only (Fibre900/400).
3. Half price on monthly fee for 6 months is applied via 6 recurring monthly account credits of \$49.50 excluding the first part month.
4. You can use your own modem, but this must be compatible with the selected NOW network. For more information please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
5. A modem can also be purchased with a one-off charge of \$120 applied to your first invoice or you can select twelve instalments of \$10 per month over twelve months. Please note: \$14 Postage and packaging fee applies for modem delivery.
6. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Five Months Free Broadband special offers terms**

1. This offer is only available on a 24-month contract term.
2. This offer only applies to unlimited data plans on ADSL, VDSL and Fibre 100/20.
3. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.
4. Only available on a 24-month contract.
5. The 5 months free will be applied via a recurring monthly account credit of \$85 for 5 months. This excludes the first part-month.
6. The complete value of all credits applied will be debited back in full if your plan is terminated within 24 months or if plan is downgraded within the first 12 months.

7. You can use your own modem, but this must be compatible with the selected NOW network. For more information please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
8. A modem can also be purchased with a one-off charge of \$120 applied to your first invoice or you can select twelve instalments of \$10 per month over twelve months. Please note: \$14 postage and packaging fee applies for modem packaging and delivery.
9. Non-standard ADSL and VDSL connections may incur an installation charge which will be explained to you prior to connection.

### **Naked Unlimited Fibre100 Broadband for \$70 per month**

1. Only available on a 12-month contract term. Includes Fibre100/20 Plan only.
2. Promotion pricing is valid for your first 24-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 24 months. This excludes the first part-month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. A modem can also be purchased with a one-off charge of \$120 applied to your first invoice or you can select twelve instalments of \$10 per month over twelve months. Please note: \$14 Postage and packaging fee applies for modem delivery.
5. Early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Naked 125GB Fibre100 Broadband for \$65 per month**

1. Only available on a 12-month contract term. Includes Fibre100/20 Plan only.
2. Promotion pricing is valid for your first 24-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 24 months. This excludes the first part-month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. A modem can also be purchased with a one-off charge of \$120 applied to your first invoice or you can select twelve instalments of \$10 per month over twelve months. Please note: \$14 Postage and packaging fee applies for modem delivery.
5. Early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.



### **Naked Unlimited Broadband for \$69.95 per month -12 Months**

1. Only available on a 12-month contract term. Includes ADSL, VDSL and Fibre 100/20.
2. Promotion pricing is valid for your first 12-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 12 months. This excludes the first part-month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
5. Non-standard ADSL and VDSL connections may incur an installation charge which will be explained to you prior to connection.
6. Early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Naked Unlimited Broadband for \$69.95 per month -24 Months**

1. Only available on a 24-month contract term. Includes ADSL, VDSL and Fibre 100/20.
2. Promotion pricing is valid for your first 24-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 24 months. This excludes the first part-month.
3. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
4. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
5. Non-standard ADSL and VDSL connections may incur an installation charge which will be explained to you prior to connection.
6. Early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Naked Unlimited Broadband at \$74.95 per month with \$50 Joining Credit**

1. This offer ends 31<sup>st</sup> October 2021
2. Only available on a 12-month contract term and includes ADSL, VDSL and Fibre 100/20.
3. Promotion pricing is valid for your first 12-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 12 months. This excludes the first part-month.

4. The \$50 joining credit will be applied as account credit to your NOW account upon sign up and cannot be redeemed for cash.
5. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
6. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
7. Non-standard ADSL and VDSL connections may incur an installation charge which will be explained to you prior to connection.
8. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Fibre 900/400 Unlimited Naked Broadband at \$84.95 per month with \$50 Joining Credit**

1. This offer ends 31<sup>st</sup> October 2021
2. Only available on a 12-month contract term and Includes Ultra Unlimited Plan only (Fibre 900/400).
3. Promotion pricing is valid for your first 12-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 12 months. This excludes the first part-month.
4. The \$50 joining credit will be applied as account credit to your NOW account upon sign up and cannot be redeemed for cash.
5. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
6. NOW can provide a modem, this modem is a Netcomm NF18AC or equivalent. If selected this modem will be charged (and, in the case of it being part of a promotion, credited back fully) on the customer's account. Please note: \$14 postage and packaging fee applies for modem delivery.
7. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

### **Fibre 900/400 Unlimited Naked Broadband at \$79.95 per month with \$120 Account Credit**

1. This offer ends 26<sup>th</sup> October 2021
2. Only available on a 12-month contract term and Includes Ultra Unlimited Plan only (Fibre 900/400).
3. Promotion pricing is valid for your first 12-months only. After this time our standard pricing will apply. The promotional price will be applied via a recurring monthly account credit for 12 months. This excludes the first part-month.



4. The \$120 credit will be applied as credit to your NOW account upon connection and cannot be redeemed for cash.
5. You can use your own modem, but this must be compatible with the selected NOW network. For more information, please refer to <https://www.nownz.co.nz/support/technical-support/router-help/use-my-router/>
6. If you require a Modem, you can use your \$120 account credit towards the purchase of one. Please note: \$14 postage and packaging fee applies for modem delivery.
7. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.