

## 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.

These terms are effective from 1 December 2023.

### 1. General offer terms

1. All promotional offers are valid for a limited time and are subject to change by Now without notice.
2. To redeem any promotional offer, the relevant promotion code must be submitted on our website at the time of sign up.
3. Promotional offers are available for new residential customers only.
4. The below offers cannot be used in conjunction with any other offer.
5. Adding a phoneline to any of the below plans or offers will be an additional \$10 per month.

### 2. Current Offers

#### 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 sign up. This may be applied as a lump sum or split over the contract term and applied monthly.
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.

#### Six Months half-price - 'NOW6'

1. This offer ends 30th June 2024
2. Only available on a 12-month contract term and includes 'ADSL', 'VDSL', and 'Fibre 300/100' Unlimited plans
3. Promotional pricing is valid for 6-months only, beginning on the date which your service address is connected on the Now network. After the first 6-months, the standard plan pricing for your selected plan will apply.
4. Adding a phoneline will be an additional \$10 per month.
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. A Modem can also be purchased with a one-off charge applied to your 1st invoice, alternatively you can split the cost of the Modem into 12 instalments included on

your monthly bill. 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.

### **Six Months half-price + FREE Whole home Wi-Fi 2 pack – ‘NOW6/DECO2’**

1. This offer ends 30th June 2024
2. Only available on a 24-month contract term on ‘Fibre 300/100’ Unlimited plan only.
3. Promotional pricing is valid for 6-months only, beginning on the date which your service address is connected on the Now network. After the first 6-months, the standard plan pricing for your selected plan will apply.
4. The ‘whole home Wi-Fi kit’ includes a 2 pack of TP-link Deco M4 Wi-Fi devices (RRP \$240).
5. If you cancel this service prior to the first 24-months after joining, an early termination fee of \$299 will apply.
6. Please note: \$14 postage and packaging fee applies for every modem delivery.

### **FREE Whole home Wi-Fi 2 pack – ‘NOWDECO2’**

1. This offer ends 30th June 2024
2. Only available on a 12-month contract term on ‘Fibre 300/100’ Unlimited plan only.
3. The ‘whole-home Wi-Fi kit’ includes a 2 pack of TP-link Deco M4 Wi-Fi devices, (RRP \$240).
4. If you cancel this service prior to the first 12-months after joining, an early termination fee of \$249 will apply.
5. Please note: \$14 postage and packaging fee applies for every modem delivery.

### **\$10 discount per month on any unlimited plan until 31 December 2026**

1. This offer ends 30 June 2024.
2. This offer is available on any standard Unlimited Plan, includes ADSL, VDSL, and Fibre.
3. Adding a phoneline will be an additional \$10 per month.
4. Only available on a 12-month contract term.
5. Offer cannot be used in conjunction with any other offer.
6. Available for new residential customers only.
7. Discount will be applied on our standard pricing via a recurring monthly credit of \$10 (including GST) until 31 December 2026.
8. 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/>
9. A Modem can also be purchased with a one-off charge applied to your 1st invoice, alternatively you can split the cost of the Modem into 12 instalments included on your monthly bill. Please note: \$14 postage and packaging fee applies for modem delivery.
10. An Early Termination Fee of \$199 will be apply if you cancel service within the first 12-month term.

**Fibre 900/400 Unlimited Naked Broadband at \$89.95 per month and Free Whole home Wi-Fi 2 pack.**

1. This offer is valid from 20 February 2024 until 1 April 2024
2. Includes unlimited Fibre 900/400 only.
3. Adding a phoneline will be an additional \$10 per month.
4. Only available on a 12-month contract term.
5. Offer cannot be used in conjunction with any other offer.
6. Available for new residential customers only.
7. Promotion pricing is valid for 12-months only, beginning on the date which your service address is connected on the Now network. After the first 12 months, the standard plan pricing for your selected plan will apply.
8. The free ‘Whole home Wi-Fi kit’ is a 2 pack of TP-link Deco M4 Wi-Fi devices, (RRP \$240). This 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.
9. An early termination fee (maximum of \$299) will apply if you cancel this service prior to the first 12 months after joining. Early termination fees are calculated as stated in our general terms and conditions.
10. These terms and condition must be read in conjunction with our Full Terms and Conditions available on our website [www.nownz.co.nz](http://www.nownz.co.nz).

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

1. This offer ends 30th June 2024
2. Only available for new residential customers only.
3. Offers cannot be used in conjunction with any other offer.
4. Adding a phoneline to any plan or offer will be an additional \$10 per month.
5. This offer is only available on a 12-month contract term and includes unlimited ADSL, VDSL and Fibre 300/100.
6. Promotional pricing is valid for 6-months only, beginning on the date which your service address is connected on the Now network. After the first 6-months, the standard plan pricing for your selected plan will apply.
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 applied to your 1st invoice, alternatively you can split the cost of the Modem into 12 instalments included on your monthly bill. Please note: \$14 postage and packaging fee applies for modem delivery.
9. An early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

**Naked Unlimited Broadband at \$77.95 per month - 12 Months (Free Router)**

1. This offer ends 30th June 2024
2. Only available for new residential customers only.

3. Offers cannot be used in conjunction with any other offer.
4. Adding a phoneline to any plan or offer will be an additional \$10 per month.
5. This offer is only available on a 12-month contract term and includes unlimited ADSL, VDSL and Fibre 300/100.
6. Promotion pricing is valid for 12-months only, beginning on the date which your service address is connected on the Now network. After the first 12 months, the standard plan pricing for your selected plan will apply.
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. Now can provide a modem, this modem, depending on your connection type, will be a single TP-Link Deco M4 router, a Netcomm NF18MESH, 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.
9. 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 \$89.95 per month - 12 Months** (Free Router)

1. This offer ends 30th June 2024
2. Only available for new residential customers only.
3. Offers cannot be used in conjunction with any other offer.
4. Adding a phoneline to any plan or offer will be an additional \$10 per month.
5. Only available on a 12-month contract term. Includes our Ultra unlimited Plan only (Fibre 900/400)
6. Promotion pricing is valid for 12-months only, beginning on the date which your service address is connected on the Now network. After the first 12 months, the standard plan pricing for your selected plan will apply.
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. Now can provide a modem, this modem is a single TP-link Deco M4 Wi-Fi device or equivalent. 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.
9. Early termination fee (\$199) will apply if you cancel this service prior to the first 12 months after joining.

**Naked Unlimited Broadband at \$79.95 per month with no contract.**

1. This offer ends 30th June 2024
2. Only available for new residential customers only.
3. Offers cannot be used in conjunction with any other offer.

4. Adding a phoneline to any plan or offer will be an additional \$10 per month.
5. Includes unlimited ADSL, VDSL and Fibre 300/100.
6. Promotion pricing is valid for 12-months only, beginning on the date which your service address is connected on the Now network. After the first 12 months, the standard plan pricing for your selected plan will apply.
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 applied to your 1st invoice, alternatively you can split the cost of the Modem into 12 instalments included on your monthly bill. Please note: \$14 postage and packaging fee applies for modem delivery.
9. Payment for this offer must be made via bank or credit card direct debit each month.