

Fibre Broadband Offer Terms & Conditions



NEW BUSINESS CUSTOMERS

Effective date 1 July 2025

1 THE OFFER

- 1.1 Sign up for Now's business broadband plan—Business Everyday Unlimited or Business Fibre 900 Unlimited and get a 10% monthly discount, plus a free router (no contract).

2 ELIGIBILITY

- 2.1 This offer is provided by Now NZ Limited and is available to:

(a) New business customers who:

- have Fibre available at their address;
- purchase Business Everyday Unlimited or Business Fibre 900 unlimited plan;
- be a valid member of New Zealand Institute of Valuers (NZIV).

(b) Existing business customers who:

- are eligible only for the 10% discount only (excludes free router);**
- are not currently in the middle of a contract term or promotion period;
- are on either Business Everyday Unlimited or Business Fibre 900 Unlimited plan;
- are valid members of a New Zealand Institute of Valuers (NZIV).

- 2.2 The 10% monthly discount is deducted from the monthly recurring standard broadband plan charge only.

- 2.3 A static IP, if requested, is free of charge on this broadband plan.

- 2.4 Reach licenses, Reach calling plans, MS Teams calling, phone add-ons, toll-free, installation charges, one off charges, hardware (other than the applicable free router) and Mobile plans are not included in the promotion. Standard pricing will apply to all other services.

- 2.5 To redeem offer, New Zealand Institute of Valuers member must quote the relevant offer and their New Zealand Institute of Valuers membership ID number to the Now sales agent at the time of sign up.

- 2.6 This offer is only available through accepting a quote from a Now sales agent with the offer outline. This offer is not available in conjunction with any other offer.

- 2.7 The offer is not transferable or redeemable for cash.

3 CHANGES

- 3.1 This offer may be subject to change or expiry without prior notice.

- 3.2 Now reserves the right to remove the 10% discount should the New Zealand Institute of Valuers member no longer have an active membership or Now NZ Limited no longer has an active partnership agreement with New Zealand Institute of Valuers.

4 APPLICATION

- 4.1 These offer terms and conditions (the "Offer Terms") are in addition to Now's [Standard Business Terms and Conditions](#), [Business Broadband Service Schedule](#), and [Privacy Policy](#), which also apply. To the extent of any inconsistency, these Offer Terms will take precedence and apply.

5 TERM

- 5.1 This offer does not have a specified contract term.

6 HOW IT WORKS

- 6.1 Sign up for an Everyday Fibre Unlimited or Fibre 900 unlimited broadband plan and you will receive:

- (a) 10% monthly discount off your standard broadband plan monthly recurring charge
- (b) A free router

- 6.2 The 10% is applied as a discount on the recurring charge associated with the standard broadband plan. Confirmation of the applicable discount will be provided by a Now Sales representative during the quotation and contracting phase.

- 6.3 Router postage & handling will be charged at \$13.03 excl GST (up to 4 routers total if additional routers are

purchased at the same time). This charge will show on your first or second invoice.

7 CHANGES TO PRICING

- 7.1 All prices and charges are exclusive of GST.
- 7.2 Plan pricing may be subject to change at any time.

8 Free Router

- 8.1 The free business-grade router provided by Now will be, based on your business requirements and subject to availability, either a single eero unit router, a MikroTik router, or an equivalent model.
- 8.2 You may use your own router, provided it is compatible with the selected Now network. If you choose to use your own router, the free router cannot be exchanged for cash or applied towards any other services.

9 eero EQUIPMENT AND eero SECURE

- 9.1 If your free router is an eero unit, to activate the eero Equipment you have received from Now, you need to register your equipment using the eero app. Please see the privacy section below regarding use of your information by eero.
- 9.2 eero Secure: If you receive an eero router(s) as your free Equipment, or purchase an eero router as purchased Equipment, Now may make the "eero Secure" service from eero available to you free of charge while you are using that eero Equipment on Now fibre business broadband services. However, Now will only make eero Secure available to you where we have an agreement in place with eero that allows us to do so. If the eero router is used with a broadband provider other than Now, eero Secure will also not be available through Now.
- 9.3 Now may notify you at any time that Now is terminating the provision of the eero Secure service to you, or that there are changes to the eero Secure service as advised by eero. Now will endeavour to provide you with as much notice as possible of any change to or the termination of eero Secure but cannot guarantee any minimum notice period.
- 9.4 If Now ceases to provide eero Secure, or you move to another broadband provider, you will no longer have access to eero Secure features. To continue leveraging eero Secure features independently of Now you may consider subscribing to eero Plus with eero directly.
- 9.5 If you are receiving eero Secure and Now changes these Terms that relate to eero Secure, and you reasonably believe that change will be detrimental to you, please contact us.

10 TITLE AND RISK

- 10.1 You will own, and be responsible for looking after, all free and purchased equipment once it is delivered to you.

11 PRIVACY

- 11.1 By receiving the free Equipment, purchasing the purchased Equipment, or receiving eero Secure you consent to Now and its suppliers and their service providers collecting, holding, using, and disclosing your personal information as set out below.
- 11.2 Your personal information will be held, used, and disclosed by Now in accordance with the provisions of the Privacy Act 2020 and our Privacy Policy (available at nownz.co.nz/terms-conditions/privacy-policy). We will also use your personal information to the extent required to provide you with insight and support services for your Equipment, and for any other services we provide to you. The services we provide may include both reactive and proactive issue monitoring, management and resolution.
- 11.3 To provide you with your Equipment and related services (such as eero Secure), we will need to disclose some of your personal information to our suppliers, including our logistics partners. Our suppliers may also need to disclose this personal information to their service providers. This disclosure of your personal information may include disclosure to providers outside of New Zealand. Our suppliers and their service providers will only use your personal information in order to provide you with your Equipment, for any related services that they perform for you or us, and as required or permitted by law.
- 11.4 eero Equipment must be registered with eero in order to operate, and for you to receive eero Secure if applicable. eero will comply with its privacy obligations relating to your personal information as set out in its Privacy Policy, available at eero.com/legal/privacy?lang=en-nz.
- 11.5 This privacy statement does not apply to equipment purchased from a vendor other than Now. Equipment purchased from other vendors may have separate privacy arrangements.

12 CANCELLATION

- 12.1 There is no Early Termination Fee if you cancel your services.
- 12.2 Should you terminate your Now services, you will lose access to eero Secure which is included in your broadband plan.
- 12.3 If you have purchased the eero for Business subscription for your eero routers (2+) you will lose access to the service and its features. If you have purchased this as an additional subscription for your eero routers.

