Offer Terms and Conditions

New Business Customers

Fibre Broadband, Mobile and Reach Bundle Offer Terms & Conditions

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Fibre Broadband and Mobile Bundle Offer Terms & Conditions

Taste of Hawkes Bay Gift – Terms and Conditions – NZIV member limited time promotion

Fibre Broadband, Mobile and Reach Bundle 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, bundled with Now's Business Endless Mobile Plan (Business Everyday or Business Ultra) and a minimum of 3 Reach licenses, get a 10% monthly discount, welcome credit to the value of $250 excluding GST, 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 a minimum of 1 Business Endless Mobile Plans;

purchase Business Everyday Unlimited or Business Fibre 900 unlimited plan;

purchase a minimum of 3 Reach licenses;

be a valid member of New Zealand Institute of Valuers (NZIV).

(b) Existing business customers who:

are eligible only for the 10% discount (excludes welcome credit and free router);

are not currently in the middle of a contract term or promotion period;

have a minimum of 1 Now's Business Endless Mobile Plans;

have either Business Everyday Unlimited or Business Fibre 900 Unlimited plan;

have a minimum of 3 Reach licenses;

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, the monthly recurring standard mobile plan charge and the monthly recurring base Reach licenses charge only.

2.3 A static IP, if requested, is free of charge on this broadband, mobile and Reach bundle plan.

2.4 Reach calling plans, MS Teams calling, phone add-ons, toll-free, installation charges, one off charges, hardware (other than the applicable free router), any out of plan mobile charges including international calling, daily roaming, premium texts are not included in the promotion. Standard pricing will apply to all other services.

2.5 To redeem offer, New Zealand of 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, Now's Business Endless Mobile Plan (Business Everyday or Business Ultra) and a minimum of three Reach licenses, you will receive:

(a) 10% monthly discount off your standard broadband monthly recurring plan charge

(b) 10% monthly discount off your standard mobile monthly recurring plan charge

(c) 10% monthly discount off your base Reach licenses monthly recurring charge.

(d) A welcome credit of $250 excluding GST applied as a one-off credit to your Now Business account.

(e) A free router

6.2 The 10% is applied as a discount on the monthly recurring standard broadband and Mobile plan, and the base Now reach license plan charge. Confirmation of the applicable discount will be provided by a Now Sales representative during the quotation and contracting phase.

6.3 The welcome credit may take up to 2 months for Now to apply this credit to your account, and therefore your first Business invoice may have charges against it that need to be paid.

6.4 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 it's features. If you have purchased this as an additional subscription for your eero routers.

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.

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10 TITLE AND RISK

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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 it's features. If you have purchased this as an additional subscription for your eero routers.

Fibre Broadband and Mobile Bundle 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, bundled with Now's Business Endless Mobile Plans (Business Everyday or Business Ultra), get a 10% monthly discount, welcome credit to the value of $150 excluding GST, 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 a minimum of 1 Now's Business Endless Mobile Plans;

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 welcome credit and free router);

are not currently in the middle of a contract term or promotion period;

have a minimum of 1 Now's Business Endless Mobile Plans;

have 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 and the monthly recurring standard mobile plan charge only.

2.3 A static IP, if requested, is free of charge on this broadband, mobile bundle 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), any out of plan mobile charges including international calling, daily roaming, premium texts are not included in the promotion. Standard pricing will apply to all other services.

2.5 To redeem offer, New Zealand of 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.

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3 CHANGES

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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 Now's Business Endless Mobile Plan (Business Everyday or Business Ultra) you will receive:

(a) 10% monthly discount off your standard broadband monthly recurring charge

(b) 10% monthly discount off your standard mobile monthly recurring charge

(c) A Welcome credit of $150 excluding GST applied as a one-off credit to your Now Business account.

(d) A free router

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

6.3 The Welcome credit may take up to 2 months for Now to apply this credit to your account, and therefore your first Business invoice may have charges against it that need to be paid.

6.4 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

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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 it's features. If you have purchased this as an additional subscription for your eero routers.

Taste of Hawkes Bay Gift – Terms and Conditions – NZIV member limited time promotion

1. **Promotion Overview**
   1.1. This promotion ("Promotion") is offered by Now New Zealand Ltd trading as Now Business ("Promoter"). It is available to members of New Zealand Institute of Valuers Incorporated (NZIV).

   1.2. The first 20 NZIV members to successfully join Now Business during the promotional period will receive a complimentary Hawke's Bay gift package.

2. **Promotional Period**

   2.1. This offer is valid from 15th August 2025 to 12th December 2025, or until the first 20 eligible members have joined, whichever comes first.

3. **Eligibility Criteria**

   3.1. To be eligible, participants must:

   a. Be a current NZIV member; and

   b. Be a new business customer joining Now Business (i.e., not an existing customer of Now Business at the time of entry).

   3.2. Only one gift package will be awarded per customer (regardless of the number of services purchased).

4. **Gift Package Details**

   4.1. Each Taste of Hawke's Bay gift package includes a curated selection of local Hawkes Bay products.

   4.2. Contents may vary and are subject to availability.

   4.3. The gift is non-transferable and cannot be exchanged for cash or other benefit.

5. **Fulfilment**

   5.1. Eligible recipients will be notified via email within 14 days following the successful onboarding of services.

   5.2. Gift packages will be delivered to the service address provided, within 30 days following completing the onboarding process of your services.

   5.3. Incomplete or inaccurate information may result in disqualification from receiving the gift.

6. **General Conditions**

   6.1. Now Business reserves the right to modify or cancel the offer at any time without prior notice.

   6.2. Now Business accepts no responsibility for lost, stolen, or damaged gift packages.

   6.3. The Promoter's decision on all matters relating to this Promotion is final and no correspondence will be entered into.

6.4. By participating in this Promotion, entrants agree to be bound by these terms and conditions.

7. Liability

7.1. Except for any liability that cannot be excluded by law, the Promoter and its related companies will not be liable for any loss, damage, or injury (including indirect or consequential loss) suffered in connection with this Promotion or any gift awarded.

8. Privacy

8.1. Personal information collected as part of this Promotion will be used for the purpose of administering the Promotion and delivering the gift.

8.2. All personal information will be handled in accordance with the Promoter's Privacy Policy, available at https://www.nownz.co.nz/terms-conditions/privacy-policy/.