



Broadband Product Offer Disclosure

Offer Summary

1. Overview

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

1.1 Fibre

1.2 Service Description

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

- 125GB (\$94)
- Unlimited (\$104)
- Ultra Unlimited (\$114)

None of the above plans come with a phone line as standard but phone lines can be added for an extra charge (\$10).

1.3 Availability

Now broadband is not available everywhere. To see what services are available at your address you can visit www.nownz.co.nz

Prices are current as at 1 November, 2025 and are subject to change. To see current pricing please see our residential broadband packages at <https://www.nownz.co.nz/personal/>.

1.4 Data caps and additional data

If you are on our 125GB data cap plan, a speed restriction is applied when the monthly data limit is reached, which will cap your costs should you use all of your monthly data allowance.

- When the limit is reached and the speed restriction applied (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 speed restriction at any time during the month. If you disable the speed restriction you must pay for any additional data used at the standard overage rate which is \$1 per GB.

1.5 Set Up Charges

\$120 Router charge applies if taking a Now Fibre router.

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



Other charges

1.6 Add-On Services

Home Phone Line. Includes local calling and you can add optional calling features. National toll, mobile, and international calls incur additional charges unless a calling bundle is purchased. See full rates here .	\$10.00 per month
Unlimited NZ Landline Calling	\$10.00 per month
Unlimited NZ and Australia Landline Calling	\$20.00 per month
International Top 10 landlines	\$25.00 per month
International Top 20 landlines	\$30.00 per month
Smart Service bundle (Voicemail, caller id, call divert)	\$5.00 per month

2. Broadband Performance Information

See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies [here](#).

Factors such as the performance of your modem, location of the service you're connected to, the performance of your device and your in-home Wi-Fi setup can impact the speeds experienced.

3. Other terms

Nothing in these terms reduces your rights under the Consumer Guarantees Act 1993. If our service is not of acceptable quality, you have the right to a remedy.

3.1 Minimum Term Period

Our standard offers are open term.

3.2 Notice period for termination

Subject to any minimum term or notice period (where, as noted an early termination fee may apply), charges will stop 5 days after we receive your notice from you to terminate a service, unless we agree that charges will stop earlier.

3.3 Traffic Management

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

3.4 Fair Use

If you are on an Unlimited or Ultra Unlimited Plan, our Fair and Reasonable Use policy applies. Fair and Reasonable Use is determined by usage patterns that are inconsistent with normal residential use (e.g., using a residential plan for commercial web hosting). If we determine your use is excessive, we will contact you to discuss options. If we need to move you to a business plan or change your pricing, you will have the right to cancel your service without penalty.



3.5 Effects on other services

Fibre landlines require power to operate. If there is a power outage, your phone will not work, and you will need a mobile phone or UPS to call 111. If you or someone in your household relies on the landline for medical, safety, or disability reasons, you can apply for our Vulnerable Consumer Register. If you qualify...If you qualify and do not have an alternative way to call 111 (like a mobile phone), we will provide you with a device to call 111 during a power outage at no cost. Please contact us or visit our website for more information.

3.6 Disputes

Making a complaint

As a team we strive to deliver on our promises. But we understand that sometimes you might want to let us know we've not lived up to what you were expecting. If this happens, it's really important to let us know.

Over the phone Often the best way to get a problem solved is over the phone, you can call us on 0800 438 669.

By Email Please ensure to include the nature of your complaint and any specific details you think would be useful to help get us to the bottom of the problem (things like dates, names, times). You can email us at accounts@nownz.co.nz

What do we do with a complaint? We aim to provide an initial response within 24 hours of receiving your complaint (during our business hours Monday-Friday 8am-7pm). We make our best efforts to resolve complaints within 20 working days. Depending on the nature of the complaint, it may take longer to investigate and come to a resolution that works best for you.

What if I need to take my complaint further? Now is a member of the Telecommunications Disputes Resolution (TDR) scheme. You can contact the TDR, and they will work with Now and our customers to find a resolution. Find the TDR [here](#).

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](#)