

## Fibre Broadband Offer Summary

### 1. Overview

This offer summary provides information for Now's fibre broadband plans.

#### 1.1 Service Description

Broadband and optional home phone services on copper lines.

There are two different fibre speeds, each fibre speed has their own plan options.

##### Fibre 300

- Unlimited 314/110 Mbps
- 125GB 314/110 Mbps

##### Ultra Fibre / Epic Fibre

- Unlimited 871/498 Mbps
- Epic Fibre 871/498 Mbps (*includes two x one-hour in-home tech visits p/year, and 10% off smart home product range*)

#### 1.2 Availability

Now's broadband services are not available everywhere. To see what services are available you can visit [www.nownz.co.nz](http://www.nownz.co.nz).

#### 1.3 Service Charges

Fibre 300			
Plan	Download Average Speed	Upload Average Speed	Open Term
Unlimited Fibre 300/100	314 Mbps	110 Mbps	\$89.00
125GB Fibre 300/100	314 Mbps	110 Mbps	\$79.00

Ultra Fibre / Epic Fibre			
Plan	Download Average Speed	Upload Average Speed	Open Term
Ultra Fibre 900/400	871 Mbps	498 Mbps	\$102.00
Epic Fibre 900/400	871 Mbps	498 Mbps	\$118.00

Prices are current as at 04/04/2023 and are subject to change. To see current pricing please see our residential broadband packages at [www.nownz.co.nz](http://www.nownz.co.nz).

Speed averages above, are based off the MBNZ Spring report (2022), and are subject to change. To see current speed averages, please see our residential broadband packages at [www.nownz.co.nz](http://www.nownz.co.nz).

You may experience a higher or lower speed than these averages.



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.

Find more information about speed averages [here](#).

#### 1.4 Data caps and additional data

If you are on a plan with a data cap, we will apply a "handbrake" which will cap your costs should you use all of your monthly data allowance.

- When the "handbrake" is enabled and activated (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 handbrake at any time during the month if you disable the handbrake you must pay for any additional data used at the standard overage rate which is \$1 per GB.

#### 1.5 Set Up Charge

\$120 modem charge applied if you choose to take a Now router.

\$14 Delivery charge applied if taking a Now router.

#### 1.6 Other charges

Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at the time of installation / connection.

#### 1.7 Add on services

We offer a range of add-on services, including Home Phone and Home Tech Assist.

Home Phone Line. Includes local calling and you can add optional calling features.	\$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
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Home Tech Assist remote (Phone) membership	\$9.95 per month
Home Tech Assist in-home membership	\$19.95 per month

Home Tech Assist is a 12-month membership (billed monthly) that gives you access to our Techsperts for smart home device, IT or WiFi related in-home assistance. Remote membership provides unlimited phone support. In-home membership provides up to 2 one-hour home visits per 12-month membership period as well as unlimited phone support. Home tech assist can also be ordered for one-off jobs at an hourly rate.



## 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

### 3.1 Minimum Term Period

Our standard offers are open term.

From time to time we will have promotional offers which have a 12-month term. We will always stipulate this with our offer and these offers have separate offer terms which can be found [here](#).

From time to time we will have promotional offers which have a 24-month term. We will always stipulate with our offer and these offers have separate offer terms which can be found [here](#).

### 3.2 Early Termination Charge

If you are on a fixed 12-month term you will need to pay an early termination charge, please refer to our promotional terms and [conditions](#). We may reduce the early termination charge where applicable to take into account any upfront charges you have previously paid for that connection.

There are no early termination charges if you sign-up on an open term.

### 3.3 Notice period for termination

Subject to any minimum term or notice period (where, as noted an early termination fee may apply), charges will stop 30 days after we receive your notice from you to terminate a service, unless we agree that charges will stop earlier.

### 3.4 Traffic Management

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

### 3.5 Fair Use

If you select or are on a plan with unlimited usage, Fair and Reasonable Use applies. Fair and Reasonable Use is determined as usage that falls into "normal" incidence and use compared to NOW's total Residential Broadband client base. Where use is significantly (2 standard



deviations) higher than median usage, NOW reserves the right at its discretion to review the service and pricing being provided under your agreement.

### **3.6 Effects on other services**

All phonelines provided on the NOW Fibre Broadband network require power to operate. If you need to make calls in case of emergency during a power outage, you should maintain a cellphone connection in addition to your NOW connection or obtain an UPS (Uninterrupted Power Supply).

If you, or someone in your household, relies on your Now landline for medical, safety or disability reasons, and do not have an alternative method (cellphone) of communication in the event of a power cut, you can apply to be listed as a Vulnerable Consumer.

Learn more about our Vulnerable Customer application process [here](#).

### **3.7 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, its 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). Please fill out this [form](#).

#### **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-9pm). 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](#)