



**NOW –At Home Broadband Plans  
Fibre – Broadband & Phone  
OFFER SUMMARY**

**Service Overview**

<b>Service Description</b>	Broadband & Phone, connecting your home to our fibre network.  With these packages, you will get a phoneline and a phone number as well as your broadband. Capped usage plans include a monthly data limit. These plans include free local calling with the ability to add capped national and international calling bundles.								
<b>Availability</b>	Fibre broadband & phone is available in our fibre coverage areas only. You can check your coverage on our website at <a href="http://www.nownz.co.nz/selectaddress">www.nownz.co.nz/selectaddress</a>								
<b>Service Charge</b>	<table border="1"><thead><tr><th>Charge</th><th>Monthly data allowance</th></tr></thead><tbody><tr><td>\$75 per month</td><td>50GB</td></tr><tr><td>\$80 per month</td><td>125GB</td></tr><tr><td>\$90 per month</td><td>Unlimited</td></tr></tbody></table> <i>Prices are current as at September 2017 and are subject to change. To see current pricing please see our broadband residential plans at <a href="http://www.nownz.co.nz/plans">www.nownz.co.nz/plans</a></i>	Charge	Monthly data allowance	\$75 per month	50GB	\$80 per month	125GB	\$90 per month	Unlimited
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<b>Additional Data Charges</b>	Capped broadband plans by default have our handbrake service, where if you use all of your available data quota, your connection slows to 128kilobits per second until the day your next monthly quota begins.  You can choose to have the handbrake service turned off so you continue to receive full speed broadband and you will be charged \$1 for each additional gigabyte used.								
<b>Local Calls</b>	NOW's Local Calling Areas are based on the Number Administration Deed. Please read <a href="http://www.nad.org.nz/for-consumers/the-numbering-plan-explained/">http://www.nad.org.nz/for-consumers/the-numbering-plan-explained/</a>								
<b>Set Up Charges</b>	If you are transferring from another provider or if this is a new connection, you'll get a free standard connection with a 12-month contract term. In some cases, additional install charges may apply. Typically, this is if your house is more than 200 metres from the road.								

**Broadband Performance Information**

<b>Access Type</b>	<b>Fibre</b> We provide a range of Fibre Plans. Our standard fibre plan Fibre 100 provides up to 100 Megabits download x 20 Megabits upload broadband speeds.  To help provide guidance, NOW has carried out the testing of broadband speeds when using our NOW Fibre Plans - click here to see the results <a href="http://nownz.co.nz/docs/fibreplanspeeds">http://nownz.co.nz/docs/fibreplanspeeds</a>  For more information from the New Zealand Telecommunications Forum about broadband speeds and performance click here <a href="http://tcf.org.nz/broadbandperformance">http://tcf.org.nz/broadbandperformance</a>
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Other Information	
<b>Minimum Contract Period</b>	Fibre is subject to a minimum contract term of 12 months.
<b>Early Termination Fee</b>	If you are within a 12-month contract and your service is disconnected prior to the completion of the minimum contract period, you'll be charged an early termination fee of \$199.
<b>Notice period</b>	If you want to cancel your service, you'll need to give us a minimum 30 days' notice.
<b>Other Requirements</b>	<p>You will require a fibre capable router. You can use your own router, or purchase one from NOW from \$150.</p> <p>At home broadband plans come standard with a private IP address, for a static public IP address, you must purchase this separately for \$5 per month.</p>
<b>Traffic Management</b>	We may use traffic management policies to make sure that the available bandwidth on our network is shared equally and proficiently between all users. In certain instances, traffic may be prioritised so that general web-browsing, real time applications like Skype, online games and streaming video services perform to optimum standards.
<b>Acceptable Use</b>	Please see our Acceptable Use Policy at <a href="http://www.nownz.co.nz/terms">www.nownz.co.nz/terms</a>
<b>Effects on other services</b>	Your broadband service requires power to operate. If power is not available (e.g. during a localised power outage) the broadband, and any services which run over it including your landline, may stop working unless you have electricity backup in your home.
<b>Other charges</b>	<p>You will be charged for calls unless they are included within a plan or calling bundle. For a full list of these toll rates please see our website <a href="http://www.nownz.co.nz/plans">http://www.nownz.co.nz/plans</a></p> <p>You can upgrade our standard broadband 100 Megabit download x 20 Megabit upload fibre plan <b>with a phone line</b> to the following:</p> <ul style="list-style-type: none"> <li>• Up to 200 Megabits download x 100 Megabits upload for an additional \$30 per month</li> <li>• Up to 900 Megabits download x 400 Megabits upload for an additional \$50 month</li> </ul>
<b>Disputes</b>	<p>NOW is a member of the Telecommunication Dispute Resolution scheme <a href="http://www.tdr.org.nz">www.tdr.org.nz</a>.</p> <p>More information about making a complaint can be found on our website at <a href="http://www.nownz.co.nz/complaints">www.nownz.co.nz/complaints</a></p>

All NOW prices quoted are inclusive of GST.

This is a summary only. The full legal terms and conditions for this plan are available at [www.nownz.co.nz/terms](http://www.nownz.co.nz/terms)