

# WIRELESS BROADBAND OFFER SUMMARY

## 7 MARCH 2023.

### Service overview

#### Service description

Wireless broadband with an optional landline service for residential customers.

This wireless broadband plan is a standalone offer but can be bundled with an energy service to receive a \$15 Broadband bundle discount.

Wireless broadband connects your home through a 4G wireless connection. We offer four plans for wireless broadband – 120GB, 300GB Urban, 300GB Rural and 1000GB.

The optional landline service connects you to the public phone network so you can make local, national, international and mobile calls. You can choose from a [variety of calling rates and toll-free calling packs](#).

#### Availability

Wireless broadband is only available in rural and urban areas where applicable 4G coverage and capacity are available. You can check your availability of our services when signing up on our [website](#) or by calling us on **0800 789 505**.

#### Service charges

Prices are current as at 7 March 2024 and are subject to change. To find out more about our current pricing give us a call on **0800 789 505**.

#### Broadband charges

Monthly data allowance	Charge - with landline	Charge - without landline
120GB Capped	\$94 per month*	\$84 per month*
300GB Urban†	\$99 per month*	\$89 per month*
300GB Rural†	\$164 per month*	\$154 per month*
1000GB† (Specific availability restrictions apply)	\$104 per month*	\$94 per month*

Receive a \$15 per month broadband bundle discount when you bundle with an energy service.

\*The service charge is subject to change on 30 days' notice.

† Allocated data at max speed, then speeds reduce to a max of 5Mbps.

Mercury may pro-rate charges when you join (depending on the date you join), move, cancel, or if you switch between plans. See our [phone and internet terms](#) for more detail.

## Routers

### Smart Modem 2

\$0<sup>††</sup>

Wireless broadband services will require a wireless broadband router supplied by Mercury.

<sup>††</sup> A \$14.95 postage and handling charge applies.

### Additional data charges

Additional data packs are only available for capped wireless broadband plans and charged at \$10 for 10GB. Data packs are either automatically or manually applied. A one off 10GB data pack is automatically applied when the full monthly data allowance on your capped wireless broadband plan has been consumed (if no manual data packs have been added already, otherwise it will activate after the manually added data pack has been consumed). There is only one automatically applied data pack available per month. There are 4 manual data packs available for purchase per month for the capped wireless broadband plans. Data packs are available for use for 30 days from purchase.

We'll send you an email and/or text once you reach 80% of your monthly data allowance, and again once you reach 100%.

### Set up charges

You'll get a free standard connection. A postage and handling charge for your router will apply.

### Other charges

If you have chosen our landline service, your local calls are free. Any calls made to national, international, mobile and 0900 numbers will be charged at their standard rate. We do have additional [calling packages](#) available.

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

For more details please see our [phone and internet terms](#).

Electricity and gas (if applicable) charges will also apply for your energy services.

## Broadband performance

### Performance

Actual speeds you experience are affected by many factors including the device you are using and its capabilities, the number of devices connected, your operating system and web-browser, and if you're connecting wirelessly to your router.

Find out more about [factors that may influence your speed](#).

As your plan uses a wireless connection, then factors such as the distance you are from a cell tower, the network capability and the overall use of that cell tower by other consumers can impact the speed experienced. For wireless broadband, you must use the router supplied by Mercury. This router is capable of providing the estimated peak time average speeds, subject to the other factors described above.

See [Measuring Broadband NZ](#) for independent information on broadband performance across different providers, plans and technologies. You can also view the [latest reports](#).

### Access type

Your access type will be wireless broadband.

Find out more about the [different access types and speeds](#).

## Other information

### Minimum contract period

There is no minimum contract period on this plan.

### Early termination fee

There is no early termination fee on this plan.

### Notice period (Termination)

You can cancel your broadband plan at any time by giving us at least 5 working days' notice. You'll be responsible for any charges until your disconnection date.

View our [phone and internet terms](#) for more information.

### Other requirements

#### Broadband Bundle Discount

To be eligible for the Broadband Bundle Discount you must sign up for a broadband plan, as well as receiving electricity and/or gas from Mercury.

### Traffic management

We reserve the right to manage traffic at peak times (for example, by limiting the speed at which you can download or upload content), to ensure all customers get the best possible experience even at busy times. Overall, this should have a positive benefit for our customers. If we make any changes to this policy which will have a material impact on you we will let you know.

### Speed restrictions

If you have chosen a wireless broadband plan that is not a capped plan and your full monthly data allowance has been consumed, the maximum speeds for your wireless broadband plan will be reduced to 5Mbps until your monthly plan renewal date. Where your maximum speeds have been reduced, you will still be able to use your wireless broadband but you may experience some degradations (such as lower video resolution) when watching video, streaming or loading images. Your speeds may be less than 5Mbps during the period that your maximum speeds are reduced because of other factors that affect wireless broadband speeds.

### Service restrictions

We have a service restriction policy in place which may influence your broadband performance.

See clause 5.5 of the [phone and internet terms](#).

### Fair use policy

No fair use policy applies.

### Effects on other services

Your wireless broadband service requires mains electricity to operate. If electricity is not available (e.g. during a local electricity outage) then your wireless broadband, and any services which run over it, may stop working unless you have battery backup in your home.

This means services such as landlines, medical alarms, and security alarms may stop working. It is your responsibility to check with the provider of existing services to make sure they will operate under such circumstances. This may also mean you're unable to contact 111 in an emergency. We recommend having a charged mobile or alternative arrangement in place.

### Complaints

At Mercury, we value customer feedback and take care to address complaints.

Information about our [process for customer complaints](#).

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**Disputes**

Mercury is a member of the Telecommunications Disputes Resolution (TDR) scheme, a free independent service to help customers resolve broadband disputes. For more information about TDR, see their [website](#).

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**All prices and fees quoted are inclusive of GST (if any).**

This is an offer summary only. View our [phone and internet terms and conditions](#) for more information.