



# Faster Broadband with home phone – \$59 Offer VDSL Offer Summary – 1 February 2017

## Service Overview

### Service Description

VDSL is our faster broadband service for residential customers.

Like ADSL, it connects your home to our network via a copper connection to your house. But because it runs at a higher frequency, the throughput of your connection is also generally higher. That usually means better speed as well.

The VDSL Broadband package we offer is:

A VDSL Broadband connection and Home Phone bundle.

With this package you'll get a landline and a phone number as well as your broadband. The landline connects you to the public phone network so you can make local, national, international and mobile calls from your home phone.

With your VDSL broadband you will have a variety of calling rates with Tolls free calling areas to choose from. For more details [click here](#)

### Availability

VDSL Broadband is not available everywhere in New Zealand. Availability and speed of VDSL will depend several factors, including the distance between you and the exchange, the state of the copper wires, line attenuation and any noise on the line.

You can check availability of services when signing up via our website or by calling our friendly team on **0800 87 87 87**.

### Service Charge

#### Monthly Data Allowance:

Unlimited

#### Charge: With Power

\$59 per month\* for 12 months

#### Benefits:

- > Free wireless modem \$14.95 postage and handling applies
- > Free transfer from your current internet provider
- > Free installation

\* \$59 Unlimited Data Broadband Offer is only available to new residential customers who join Trustpower for power and broadband services at the same address on a 24 month contract. \$59 a month for broadband applies for the first year. \$89 a month for broadband applies in second year, then standard unlimited data broadband charges apply. For more information [click here](#)

### Additional Data Charges

With unlimited data broadband, there will be no additional data charges.

### Set Up Charges

Trustpower offers a free transfer from your current internet provider to Trustpower.

If there is no existing service at the address a new connection fee of \$63 up to \$263.63 may apply.

Please note – further charges may apply for new connections if additional wiring or a technician is required to attend during the connection process.

## Broadband Performance

### Access Type

VDSL

For more information about the different access types [click here](#)

For more information about broadband speeds and performance [click here](#)

## Other Information

### Minimum Contract Period

There is a 24 month contract term on Trustpower \$59 Unlimited broadband plans.

### Early Termination Fee

There is a \$195 exit fee which is payable only once during the Term if the bundle is broken by switching or terminating your power, phone and/or broadband services.

For more details [click here](#)

### Notice Period

For information, visit our Terms and Conditions [click here](#)

### Other Requirements

The offer is only available to new residential customers who join Trustpower for power and broadband services at the same address. Minimum 24 month term for power and broadband. Exit fee applies if you switch providers during this term. \$59 a month for broadband applies for the first year. \$89 a month for broadband applies in second year, then standard charges apply. Broadband discount no longer applies if you switch power providers during first 24 months.

**Please note:** The \$59 unlimited data broadband offer is not available in addition to any other offer.

More details [click here](#)

### Traffic Management

Trustpower customers on unlimited data plans are currently not shaped in any way. From a connectivity point of view, unlimited data plans are treated in exactly the same way as limited or capped plans.

Generally our peak traffic times are between 3:30pm and 11:00pm. Customers may experience congestion during these periods.

At peak times there may be congestion on the network however, we are always working to provide the best possible service we can.

We do, however, reserve the right to apply traffic management policies to customers on unlimited data plans should this become required in the future.

### Effects on other services

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

For phone services, if you have a corded phone which does not require AC power, this should work during power outages for some time.

This means services such as (but not limited to) Medical and Security Alarms or EFTPOS may stop working. It is your responsibility to check with the provider of existing services to make sure they will operate under such circumstances.

## Other charges

This Double Play Package comes with a landline. 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 for National, Mobile and some International destinations.

For new phone connections, some additional fees may apply. A broadband wiring charge of \$150 may apply if, for example, you have an alarm or more than five phone jack-points in use.

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

Please see our Phone and Internet Terms and Conditions. For more details [click here](#)

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## Disputes

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

For information about our customer complaints process please [click here](#)

Trustpower is a member of the Telecommunication Dispute Resolution scheme, a free independent service to help customers resolve disputes.

For more information [click here](#)

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## All prices quoted are inclusive of GST.

This is a summary only. To see the full legal Terms and Conditions for this plan [click here](#)