



Faster Broadband – \$59 Offer Naked 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 offer we have is:

Naked VDSL – this is a VDSL broadband connection without a home phone line.

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. \$84 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
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Other Information

Minimum Contract Period	There is a 24 month contract term on Trustpower \$59 Unlimited data 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 and/or broadband services. For more details click here
Notice Period	For information, visit our Terms and Conditions click here
Other Requirements	<p>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. \$84 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.</p> <p>Please note: The \$59 unlimited data broadband offer is not available in addition to any other offer.</p> <p>More details click here</p>
Traffic Management	<p>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.</p> <p>Generally our peak traffic times are between 3:30pm and 11:00pm. Customers may experience congestion during these periods.</p> <p>At peak times there may be congestion on the network however, we are always working to provide the best possible service we can.</p> <p>We do, however, reserve the right to apply traffic management policies to customers on unlimited data plans should this become required in the future.</p>
Effects on other services	<p>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.</p> <p>If you are on Naked Broadband you will no longer have a dial tone. 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.</p>

Other charges

Naked broadband does not have a landline, so there will be no calling or additional phone charges.

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](#)

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](#)