

## **UFB. Terms and Conditions.**

**The service:** UFB, UFF, VDSL & ADSL services are not available in all areas or to all sites.

**Fees and charges:** Monthly Access Fee (**MAF**) is charged in advance and is the minimum amount paid each month regardless of usage. Total Min Cost includes MAF, router, P+H and set up fee. Set-up fee (if applicable) charged on 1<sup>st</sup> invoice. Non-Direct debit payments incur a \$2.50 fee and credit card surcharges apply.

Total Minimum Cost includes a 4 Port Wi-Fi router, handsets as provided, installation fees customer requested and associated shipping and handling fees.

**Early Termination Fees (ETFs):** All plans are subject to a minimum 24 or 36 month term and ETFs apply. Termination fee equals sum of months remaining access fee, divided by 2 and customer retains hardware.

**Included Data:** MAF & included data subject to pro-rata calculation in 1st month. Unused data expires at the end of each billing period. Data allowance includes uploads and downloads. Data blocks of 10GB are added should the monthly data allowance be exceeded, these blocks are added until the end of the monthly billing period, no restriction in speed is incurred.

### **Service limitations**

Service availability and quality may differ from a standard telephone service and is subject to network/Internet congestion. Voice over Internet Protocol (VoIP/SIP) is not appropriate for premises where a user has a disability, illness or other condition which requires an uninterrupted phone line with access to 111 emergency services. Priority Assistance is not available on this service.

You must inform us if the service is intended to be used in conjunction with a disability or medical service, back to base security alarm or is intended to carry data services such as Fax, EFTPOS, and any other analogue service. These services may not be supported or may require an alternative service or additional equipment.

**Important information about UFB/UFF Fibre Services:** Fibre to the premise services require a 240 volt power supply. In the event of a power outage, your service will not work unless you maintain a back-up battery. Standard installation of the fibre to the premises (to your Chorus provided Optical Network Terminator (ONT)) are included, you may need to undertake additional work to make your premises fibre-ready

**General:** Standard Form of Agreement and Fair Use and Acceptable Use Policies apply, see <http://www.bw.co.nz/support/fair-use-policy>. All prices exclude GST. Pricing and Plan features correct at 1 March 2015, subject to change without notice.