

Service Overview																	
Service Description	<p>Wireless Broadband is a broadband service that runs over our mobile network.</p> <p>Wireless Broadband services are only available in areas with sufficient 4G or 5G coverage.</p> <p>There are four Unlimited Broadband plans available on Wireless:</p> <ul style="list-style-type: none"> • Unlimited 4G Wireless Broadband • Unlimited 4G Wireless Broadband with voice calling over broadband • Unlimited 5G Wireless Broadband • Unlimited 5G Wireless Broadband with voice calling over broadband <p>Voice calling over broadband (VoIP) is the latest in phone line technology. VoIP stands for “Voice over Internet Protocol”. If you have an existing traditional copper landline connected this will be replaced by voice calling over broadband. See how this may affect you in the “Effects on other services” section below.</p> <p>Unlimited Broadband is for residential use only.</p>																
Availability	<p>One New Zealand Wireless Broadband is not available everywhere. Visit one.nz/broadband/ and check what’s available at your place.</p>																
Service Charge	<table border="1"> <thead> <tr> <th colspan="2">Unlimited Broadband only</th> </tr> <tr> <th>Plan</th> <th>12 month term</th> </tr> </thead> <tbody> <tr> <td>Unlimited 4G Wireless Broadband</td> <td>\$65 p/m*</td> </tr> <tr> <td>Unlimited 5G Wireless Broadband</td> <td>\$79 p/m*</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Unlimited Broadband with Voice calling over Broadband</th> </tr> <tr> <th>Plan</th> <th>12 month term</th> </tr> </thead> <tbody> <tr> <td>Unlimited 4G Wireless Broadband with Voice calling over broadband</td> <td>\$75 p/m*</td> </tr> <tr> <td>Unlimited 5G Wireless Broadband with Voice calling over broadband</td> <td>\$89 p/m*</td> </tr> </tbody> </table> <p>*Unlimited Wireless broadband plans include a \$10 life of plan discount. Broadband with voice includes a voice calling over broadband charge of \$10 per month with free calls to NZ landlines (2-hour limit per call applies).</p> <p>You can get a \$10 discount off your One NZ broadband bill each month - when you link an eligible On Account mobile to your home broadband account.</p> <p>Prices are current as at 3 April 2023 and are subject to change.</p> <p>To see in market pricing and current promotions visit www.one.nz/broadband</p>	Unlimited Broadband only		Plan	12 month term	Unlimited 4G Wireless Broadband	\$65 p/m*	Unlimited 5G Wireless Broadband	\$79 p/m*	Unlimited Broadband with Voice calling over Broadband		Plan	12 month term	Unlimited 4G Wireless Broadband with Voice calling over broadband	\$75 p/m*	Unlimited 5G Wireless Broadband with Voice calling over broadband	\$89 p/m*
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Set Up Charge	12-month term contract	One NZ modem included (RRP \$249.00 for 4G Modem or RRP \$500.00 for 5G Modem) Installation of the modem can be performed by customers using the instructions provided with the modem.
	See 'Other Charges' for additional setup charges, which may apply.	
Other charges	Additional voice calling over broadband charges may include charges phone calling features and calls in excess of the two hour per call cap. For more information visit https://www.one.nz/home-phone/calling-features/	
Broadband Performance	See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies. You may experience a higher or lower speed than these averages. Factors such as the performance of your modem, location of the server you're connected to, the performance of your device and your in-home Wifi setup can impact the speeds experienced. For wireless connections, factors such as the distance you are from a cell tower, the network capability, and the overall use of that cell tower by other customers can impact the speed experienced. Wireless Broadband services are available at eligible addresses only, and a Fair Use Policy applies.	
Access Type	Wireless Broadband is a broadband service that runs over our mobile network. Actual user speeds will vary and are affected by various factors including how you're connected to the internet (using a Gigabit Ethernet cable is better than WiFi, which could have a large impact on speed), the hardware and software used, number of devices connected, time of day, and where the data is downloaded from. For full Wireless terms, see https://one.nz/legal/terms-conditions/wireless-broadband/ For more information about access types, visit What is Broadband and Why Should I be Interested? - TCF	
Other Information		
Minimum Contract Period	12-month term contract.	
Early Termination Fee	An Early Termination Fee will apply if you choose to disconnect or downgrade to a lower value broadband plan before the end of your contract term. 4G Wireless Broadband 10-12 months remaining \$249 7-9 months remaining \$186.75 4-6 months remaining \$124.50 1-3 months remaining \$62.25 5G Wireless Broadband 10-12 months remaining \$500 7-9 months remaining \$375 4-6 months remaining \$250 1-3 months remaining \$125	
Notice period (cancellation)	One month's minimum notice or any lesser notice period agreed between us applies to all One NZ Broadband plans.	

Other Requirements	<p>To use One NZ voice calling over broadband, you'll need to plug your home phone directly into the One NZ modem we've sent you. Check your phone has a Telepermit sticker.</p> <p>One NZ voice calling over broadband service won't work on other modems. Our Wireless Broadband plans do not include a 'bring your own modem' option.</p>
Traffic Management	<p>Our policy is to provide you with the best broadband experience possible, so we won't slow down or throttle your connection. However, in some circumstances (such as in the unlikely event of a network attack) we may be required to take reasonable action to protect our customers and effectively manage our network.</p>
Fair Use	<p>Our Fair Use Policy applies to Wireless broadband plans.</p> <p>We have developed our Fair Use Policy by reference to average customer profiles, estimated customer usage of our Services, and any relevant Data allowances.</p> <p>If your usage of our Services materially exceeds the range of estimated use patterns or is likely to damage or negatively impact the operation of our network, we will consider your usage to be excessive and/or unreasonable. We may contact you to advise you that your usage is in breach of our Fair Use Policy, and request that you stop or alter your usage to come within our Fair Use Policy.</p> <p>If your excessive or unreasonable usage continues after receipt of a request to stop or alter the nature of such usage, we may without further notice restrict, suspend or cancel your Services.</p> <p>Note: All broadband plans (including Unlimited Broadband plans) are for standard residential use only and are not to be used for commercial types of activity or purposes. Non-residential, commercial purposes will include (but is not limited to) e.g. selling bandwidth to third parties or running an Internet Service Provider.</p>
Effects on other services	<p>Your broadband requires mains power and an active broadband connection to work.</p> <p>If power is not available (e.g. during a local power outage) the broadband, and any services which run over it including voice calling over broadband will not work. This includes all calls, even emergency calls to 111.</p> <p>We recommend keeping your modem switched on and having a charged mobile phone ready to use as a backup in case of a power cut unless you have a battery back up at home.</p> <p>Most systems such as monitored medical, security or other alarms should work with voice calling over broadband, but some don't. Therefore, it's important that you call the company that monitors your alarm to ask if their service will work with voice calling over broadband. If not, they may be able to find an alternative for you before you switch to voice calling over broadband.</p> <p>Other services that require a traditional fixed phone line to work, such as older fax machines or the interactive features of Sky Digital are incompatible with voice calling over broadband. One NZ recommend checking with your provider if you have any existing phone dependent services.</p>
Complaints and Disputes	<p>Information about our process for customer complaints is available here: https://www.one.nz/contact/feedback/</p> <p>If we are unable to resolve your concern, you are free to contact the Telecommunication Dispute Resolution Scheme (TDR). For more information on the TDR, please visit www.tdr.org.nz</p>

All prices quoted are inclusive of GST. This is a summary only. The full legal terms and conditions for these plans are available at <https://www.one.nz/legal/terms-conditions/residential-fixed/>