

Service Overview													
<b>Service Description</b>	<p>HFC Broadband is One New Zealand’s hybrid fibre coaxial network that uses DOCSIS 3.1 technology for high-speed data.</p> <p>Available to customers who can get HFC at their nominated address.</p> <p>There are two Unlimited Broadband plans available on HFC:</p> <ul style="list-style-type: none"> <li>• Unlimited HFC Broadband</li> <li>• Unlimited HFC Broadband with voice calling over broadband</li> </ul> <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>												
<b>Availability</b>	<p>One New Zealand HFC Broadband is not available everywhere. Visit <a href="https://www.one.nz/broadband/">one.nz/broadband/</a> and check what’s available at your place.</p>												
<b>Service Charge</b>	<table border="1"> <thead> <tr> <th colspan="2">Unlimited HFC Broadband only</th> </tr> <tr> <th>Plan</th> <th>12 month term</th> </tr> </thead> <tbody> <tr> <td>Unlimited HFC Max</td> <td>\$67.99 p/m*</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Unlimited HFC Broadband with Voice Calling</th> </tr> <tr> <th>Plan</th> <th>12 month term</th> </tr> </thead> <tbody> <tr> <td>Unlimited HFC Max with Voice calling over broadband</td> <td>\$77.99 p/m*</td> </tr> </tbody> </table> <p>*Unlimited HFC Max broadband plans include a \$30 life of plan discount Prices are current as at 9 May 2024 and are subject to change. To see in market pricing and current promotions visit <a href="https://www.one.nz/broadband">www.one.nz/broadband</a></p>	Unlimited HFC Broadband only		Plan	12 month term	Unlimited HFC Max	\$67.99 p/m*	Unlimited HFC Broadband with Voice Calling		Plan	12 month term	Unlimited HFC Max with Voice calling over broadband	\$77.99 p/m*
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<b>Set Up Charge</b>	12-month term contract	One New Zealand modem included (RRP \$149.00) Free standard broadband setup (worth \$199.00 for HFC)
	See 'Other Charges' for additional setup charges, which may apply.	
<b>Other charges</b>	<p>Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of installation.</p> <p>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 <a href="https://www.one.nz/home-phone/calling-features/">https://www.one.nz/home-phone/calling-features/</a></p>	
<b>Broadband Performance</b>	<p>See <a href="#">Measuring Broadband NZ</a> for independent information on broadband performance across different providers, plans and technologies.</p> <p>You may experience a higher or lower speed than these averages.</p> <p>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. 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>	
<b>Access Type</b>	<p>HFC</p> <p>HFC is a hybrid fibre coaxial network that uses fibre cabling to the local area and coaxial cabling to the home. The HFC Max plan is the fastest connection available on One New Zealand's superfast Gigabit network. But, "Gigabit" describes the network speed capability, and not the actual speed you will experience.</p> <p>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.</p> <p>For full HFC terms, see <a href="https://www.one.nz/broadband/ultra-fast-hfc">https://www.one.nz/broadband/ultra-fast-hfc</a></p> <p>For more information about access types, visit <a href="#">What is Broadband and Why Should I be Interested? - TCF</a></p>	
<b>Other Information</b>		
<b>Minimum Contract Period</b>	12-month term contract.	
<b>Early Termination Fee</b>	<p>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.</p> <p>If you joined One New Zealand unlimited broadband from 26 February 2020, a graduated early termination fee will apply:</p> <p>\$199 early termination fee applies to a 12-month term and will reduce by \$50 every three months.</p>	
<b>Notice period (cancellation)</b>	One month's minimum notice or any lesser notice period agreed between us applies to all One New Zealand Broadband plans.	
<b>Other Requirements</b>	<p>To use One New Zealand 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 New Zealand voice calling over broadband service won't work on other modems. Our HFC Broadband plans do not include a 'bring your own modem' option.</p>	

<b>Traffic Management</b>	<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>
<b>Fair Use</b>	<p>One New Zealand does not have a fair use policy for One New Zealand Fibre, HFC, VDSL or ADSL broadband.</p> <p>Note: All broadband plans (including the Unlimited Broadband Pack) 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>
<b>Effects on other services</b>	<p>Your broadband requires mains power and an active broadband connection to work. 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 New Zealand recommend checking with your provider if you have any existing phone dependent services.</p>
<b>Complaints and Disputes</b>	<p>Information about our process for customer complaints is available here: <a href="https://www.one.nz/contact/feedback/">https://www.one.nz/contact/feedback/</a></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 <a href="http://www.tdr.org.nz">www.tdr.org.nz</a></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/>