orcon

ORCON ADSL BROADBAND PLANS

This document is a summary only and Broadband terms and conditions can be found online at www.orcon.net.nz

SERVICE OVERVIEW

Service description	ADSL is the good, old-fashioned broadband we all know and love. It's delivered over a standard copper line, and comes with Unlimited data, a free install.
	Here at Orcon, we love the internet as much as you do, and we work hard to deliver a quality internet experience for all our customers.
	Here are the ADSL products that we offer:
	Orcon Genius – comes with our special Orcon Genius router that has a standard analogue port at the back of it.
	Orcon At Home – comes with a standard analogue line, ideal for customers with monitored alarms.
Availability	Orcon Genius and At Home products are only available in areas where we have Orcon equipment in your area or exchange. Our At Home product is available in most places where standard broadband is available.
	To see what plan is available at your premise enter your address on our online address checker or call our friendly sales team on **0800 JOIN US (0800 564 687).**
	There are several factors that will affect your ADSL availability and speeds. These include your distance from the exchange, the condition of your copper wiring, noise on the line and line attenuation.

Service – Orcon Genius Broadband and VoIP Phone Line (Orcon exchange equipment)	Monthly Data Allowance	Charge *	Additional Data Charges	Benefits
ADSL Unlimited	Unlimited	$94/month	N/A	- Free wireless modem rental - Free National calling - Voicemail package for an extra $4 - Free installation

Service – At Home Broadband and Analogue Phone Line (Orcon exchange equipment)	Monthly Data Allowance	Charge *	Additional Data Charges	Benefits
ADSL Unlimited	Unlimited	$94/month	N/A	- Free wireless modem rental - Suitable for monitored alarms - Free National calling - Voicemail package for an extra $4 - Free installation

Service – Orcon Genius Broadband and VoIP Phone Line (Chorus exchange equipment)	Monthly Data Allowance	Charge *	Additional Data Charges	Benefits
ADSL Unlimited	Unlimited	$94/month	N/A	- Free wireless modem rental - Free National calling - Voicemail package for an extra $4 -Free installation

Service – At Home Broadband and Analogue Phone Line (Chorus exchange equipment)	Monthly Data Allowance	Charge *	Additional Data Charges	Benefits
ADSL Unlimited	Unlimited	$94/month	N/A	- Free wireless modem rental - Suitable for monitored alarms - Free National calling - Voicemail for an extra $10 - Caller ID for an extra $4 - Call Waiting for an extra $4 - Free installation.

Setup charges	Standard installations are free. A standard installation with wiring is $149.
	*Pricing includes GST

BROADBAND PERFORMANCE

In New Zealand, broadband performance tests are carried out regularly by TrueNet - an independent
company dedicated to measuring and reporting on broadband performance.

Take a look at their latest report: https://www.truenet.co.nz/

How are speeds measured?
The ADSL speed test is based on each probe downloading a 300KB file from TrueNet's Wellington server once every hour of every day

Access type: **ASDL Copper**	For more information about access types, click here. For more information about broadband speeds and performance, click here.

OTHER INFORMATION

Minimum contract period	12 months
Early termination fee	If any Orcon Genius or At Home ADSL broadband connection is disconnected within your contract period, you will incur a termination fee of $199.
Notice period	You must give us at least 30 days' notice before cancelling.
Other requirements	All Orcon Genius or At Home ADSL broadband plans do require you to have your landline and toll calling with Orcon. Our standard package includes either an Orcon Genius phone line or traditional copper voice line. If you are on Orcon Genius, you will need to use a special Orcon broadband modem. For At Home customers, we can either supply you with a modem, or you can use your own existing device. All Orcon devices are rented and must be returned should you cancel your service.
Traffic management	Our policy is to provide our customers with the best possible internet experience. To achieve this, we provision enough bandwidth to avoid congestion of any service at a typical peak hour. Orcon will only prioritise your traffic temporarily to improve performance during an unexpected outage, such as a denial of service attack.
Fair Use	Orcon does not enforce a fair use policy.
Effects on other services	Orcon broadband services and the Orcon Genius phone line requires mains power to operate. If power is not available (e.g. during an outage), your broadband, and any services which run over it, may stop working unless you have battery backup in your home. Your Genius phone line will also stop working if there is a problem with your broadband service. This would prevent you from using it to make calls to emergency services. You should check with the provider of any existing essential services such as security alarms, medical alarms and EFTPOS to make sure they will operate with our service.

Other Charges

Service feature charges for the Orcon Genius plans on Orcon and Chorus exchange equipment and Orcon At Home plans on Orcon exchange equipment are as follows:

- Voicemail, caller ID and call waiting are an extra $4 per month
- Wiring and maintenance $3 per month
- Static IP $10 per month
- Free National calling (1 hr/call)
- International landline calling (1 hr/call) to various countries (Top 6) for $13 per month
- International landline calling (1 hr/call) to various countries (Top 17) for $26 per month
- 100 Landline to Mobile minutes for $10 per month
- 200 Landline to Mobile minutes for $18 per month
- 500 Landline to Mobile minutes for $40 per month
- Family Filter only an extra $5 per month

Service feature charges for the Orcon At Home plans on Chorus exchange equipment are as follows:

- Voicemail, caller ID and call waiting are an extra $15 per month
- Voicemail only is an extra $10 per month
- Caller ID only is an extra $4 per month
- Call Waiting only is an extra $4 per month
- Wiring and maintenance $3 per month
- Static IP $10 per month
- Free National calling (1 hr/call)
- International landline calling (1 hr/call) to various countries (Top 6) for $13 per month
- International landline calling (1 hr/call) to various countries (Top 17) for $26 per month
- 100 Landline to Mobile minutes for $10 per month
- 200 Landline to Mobile minutes for $18 per month
- 500 Landline to Mobile minutes for $40 per month
- Family Filter only an extra $5 per month

Various calling rates can be found here.

A one-off modem courier charge of $14.95 applies. Router non-return charge is $100.

Disputes

At Orcon, we love to provide our customers with awesome service, so if there's anything you're not happy about in your relationship with us, we'd like to make things better. Please contact our help-desk on 0800 13 14 15 and let us know what's up.

If you require any further advice on issues you have with our products or service, we are also a member of the Telecommunication Dispute Resolution.