OFFER SUMMARY

ORCON ULTRA FAST BROADBAND (UFB) PLANS.
Fibre 200.

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

SERVICE OVERVIEW

Service description

Orcon Ultra Fast Broadband (UFB) is delivered via New Zealand's snazzy new fibre network. Fibre 200 is the best way to experience Ultra Fast Broadband (UFB). With up to 200Mbps download speed, you can experience the internet in high definition (HD).

Typically, the faster you go the more data you consume, so our UFB plans come with realistic data allowances, a free standard install and an Orcon Genius phone line.

Availability

Whether or not you can get UFB depends on your location. To see if UFB is available to you, check your address here or call our friendly sales team on **0800 JOIN US (0800 564 687).**

Type of service	Monthly Data Allowance	Charge*	Additional Data Charges
UFB 200Mbps / 20Mbps	100 GB	$110/month	$1 per 1GB
UFB 200Mbps / 20Mbps	Unlimited	$120/month	N/A

UFB set up fees

A standard UFB installation is free. The installation process will involve a technician coming to your place to physically connect a fibre optic cable from the roadside to your premise.

A non-standard installation usually applies if your house is more than 200m from roadside. In these cases, a price is given upon application.

*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.nz/

How are speeds measured?
The TrueNet Fibre test downloads a 1MB file from both Auckland and Wellington every 5 hours per probe. The best download speed from Auckland or Wellington is used from each test run, and the data points show the median of these.

Access type: Fibre	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 your Fibre broadband service (UFB) is disconnected within your contract period you will incur an early termination fee of $250.
Notice period	You must give us at least 30 days' notice before cancelling.
Other requirements	The Orcon Genius Fibre connection does require you to have your landline and toll calling with Orcon. You will also need to use a special Orcon broadband modem with your Fibre service. 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	Your Fibre broadband service (UFB) 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.
Optional charges	- Voicemail, caller ID and Call Waiting are an extra $4 per month - Static IP is only an extra $10 per month - Family Filter only an extra $5 per month - Wiring and maintenance insurance costs $3 per month. - Unlimited National calling (1 hr/call) - Unlimited International calling (1 hr/call) to various countries for $13 per month (Top 6) - Unlimited International calling (1 hr/call) to various countries for $26 per month (Top 17) - 100 Landline to Mobile minutes for $10 per month - 200 Land to Mobile minutes for $18 per month - 500 land to mobile minutes for $40 per month Various calling rates can be found at here. A one-off modem courier charge of $9.95 applies. Router non-return charge is $250.
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 helpdesk 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.