

ORCON COPPER BROADBAND WITH VOICELINE

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

SERVICE OVERVIEW

Service description

Copper 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 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 Copper Voiceline – comes with a standard analogue line, ideal for customers with monitored alarms.

Availability

Orcon Genius and Copper Voiceline products are only available in areas where we have Orcon equipment in your area or exchange. Our Copper Voiceline 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 availability and speeds. These include your distance from the exchange, the condition of your copper wiring, noise on the line and line attenuation.

With Voiceline

Prices are current as at 11 July 2023 and are subject to change.

Service – Orcon Genius
Broadband and VoIP Phone Line
(Chorus exchange equipment)

Monthly Data Allowance

12 month Charge *

Benefits

- Free wireless router rental
- Voicemail package for an extra \$4/mth
- Free standard installation

Unlimited

Unlimited

\$109/month

Service – Copper Voiceline
Broadband and Analogue Phone Line
(Chorus exchange equipment)

Monthly Data Allowance

12 month Charge *

Benefits

- Free wireless router rental
- Suitable for monitored alarms
- Voicemail for an extra \$10
- Caller ID for an extra \$4
- Call Waiting for an extra \$4
- Free standard installation.

Unlimited

Unlimited

\$109/month

Setup charges

Standard installations (connection only) are free. A connection and wiring option is available for \$199 (technician will install a splitter jackpoint at your premise).

*All pricing includes GST

BROADBAND PERFORMANCE

Access type	<p>See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies. For more information about broadband speeds and performance, click here.</p> <p>Broadband performance can be affected by many factors and the broadband speeds you experience could be different. For more information about access types, click here</p>
OTHER INFORMATION	
Minimum contract period	12 months
Early termination fee	If any Orcon Genius or Copper voiceline broadband connection is disconnected within your contract period, you will incur a termination fee of \$250.
Notice period	You must give us at least 30 days' notice before cancelling.
Other requirements	<p>All Orcon Genius or Copper Voiceline 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.</p> <p>You will also need to use an Orcon broadband router with your ADSL service. Orcon ADSL connections come with a free wireless router rental. If you decide to cancel your service this wireless router must be returned.</p>
Traffic management	<p>Our policy is to provide our customers with the best possible internet experience.</p> <p>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.</p>
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 at your premise. 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	<p>Service feature charges for the Orcon Genius plans on Orcon and Chorus exchange equipment and Orcon Copper Voiceline plans on Orcon exchange equipment are as follows:</p> <ul style="list-style-type: none"> - Voicemail, caller ID and call waiting are an extra \$4 per month - Wiring and maintenance \$3 per month - Static IP \$10 per month - Unlimited National calling for \$5 per month - International landline calling (100 hours/month) to various countries (Top 10) for \$10/month - International landline calling (100 hours/month) to various countries (Top 20) for \$15/month - International landline calling (100 hours/month) to various countries (Top 50) for \$25/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 Copper Voice line plans** on Chorus exchange equipment are as follows:

- 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
- Unlimited National calling \$5 per month
- International landline calling (100 hours/month) to various countries (Top 10) for \$10/month
- International landline calling (100 hours/month) to various countries (Top 20) for \$15/month
- International landline calling (100 hours/month) to various countries (Top 50) for \$25/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 router courier charge of \$14.95 applies. Router non-return charge is \$100.

Complaints

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.

Disputes

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](#).
