

Fibre Pro (Fibre MAX) Naked

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

SERVICE OVERVIEW

Service description Fibre is a great way to experience Broadband, you can experience the internet in high definition (HD). Ideal for streaming, gaming and browsing the internet without worrying about your connection slowing you down. Fibre will help you get the best out of your latest gadget, gaming console or computer.

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)**.

Fibre Pro	Monthly Data Allowance	12 month Charge (Incl. GST)	Benefits
Fibre Max	Unlimited	\$109/month	<ul style="list-style-type: none"> - Free wireless router rental - Free standard UFB installation

Prices are current as at 19 June 2023 and are subject to change.
To see current pricing please see our [Fibre broadband plans page](#).

UFB Setup 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.

Router	New Router option	Bring your existing Router option
	Free Router rental available (\$14.95 postage and packaging fee applies).	Bring your existing router with your existing Wi-Fi settings.
	All Orcon routers are rented and must be returned should you cancel your service. If it is not returned, you will be charged \$150 to recover the cost of the Google Router.	Please note, we will be unable to offer Wi-Fi set up or troubleshooting support for any non Orcon supplied routers.

Other charges - Naked broadband does not have a landline, so there are no calling or feature charges.

Additional services available on Naked Broadband

- Static IP \$10/month
- 4G backup \$15 per month
- Priority support \$15 per month
- Wi-Fi Pro from \$10 per month for premises greater than 120 square meters
- Family Filter only an extra \$5 per month

A one-off router courier charge of \$14.95 applies. If we have provided a leased Router as your primary router, you will be charged \$150 if this router is not returned, to recover the cost of this device.

*Pricing includes GST

BROADBAND PERFORMANCE

Access type	<p>See Measuring Broadband NZ for independent information on broadband speeds and performance across different providers, plans and technologies 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>
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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 Fibre with Voiceline connection does require you to have your landline and toll calling with Orcon.
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	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 at your premise. Your 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.
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 .
