



## ORCON BUSINESS FIBRE PLANS

This document is a summary only and Broadband terms and conditions can be found online at [www.orcon.net.nz](http://www.orcon.net.nz)

### SERVICE OVERVIEW

#### Service description

Orcon Ultra Fast Broadband (UFB) is delivered via New Zealand's snazzy new fibre network.

Unlimited broadband services with up to two business landlines. Includes 4G Backup - a mobile broadband connection built into our fancy modem that kicks in automatically when your primary broadband service drops.

#### 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 70 10 50**

#### Type of service

#### Monthly Data Allowance

#### 12 month Charge (Incl. GST)

#### Benefits

UFB 100Mbps / 20Mbps

Unlimited

\$89.95/month

- Free Business modem rental
- 4G data backup
- up to 2 business lines

UFB 200Mbps / 100Mbps (Only available in Christchurch with Enable Local Fibre Company)

Unlimited

\$89.95/month

- Voice features
- Free standard UFB installation

UFB 1000Mbps / 500 Mbps

Unlimited

\$109.95/month

#### UFB Setup fess

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 excludes GST

### BROADBAND PERFORMANCE

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

Take a look at their [latest report](#)

#### How are speeds measured?

A detailed report on how data is measured, can be [found here](#).

#### Access type: Fibre

For more information about access types, [click here](#).

For more information about broadband speeds and performance, [click here](#).

### OTHER INFORMATION



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Minimum contract period	12 months.
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Early termination fee	If your Fibre broadband service (UFB) is disconnected within your contract period you will incur an early termination fee of \$250.
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Notice period	You must give us at least 30 days' notice before cancelling.
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Other requirements	<p>The Orcon Business Fibre connection does require you to have your landline and toll calling with Orcon.</p> <p>You will also need to use an Orcon Business broadband modem with your Fibre service. Orcon Fibre connections come with a free Business Broadband modem rental. If you decide to cancel your service this modem must be returned.</p>
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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>
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Fair Use	Orcon does not enforce a fair use policy.
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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 Business. 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.
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Optional charges	<ul style="list-style-type: none"><li>- Wiring and maintenance \$1.73 per month</li><li>- Static IP \$10 per month</li><li>- NZ calling Pack (Local, National and Land to Mobile) 100 hours/month for \$20 per month</li><li>- International landline calling (100 hours/month) to various countries (Top 10) for \$10 per month</li><li>- International landline calling (100 hours/month) to various countries (Top 20) for \$15 per month</li><li>- International landline calling (100 hours/month) to various countries (Top 50) for \$25 per month</li><li>- ESET Nod32 Antivirus \$4.50 per month</li></ul> <p>Various calling rates can be <a href="#">found here</a>.</p> <p>A one-off modem courier charge of \$13.00 applies. Router non-return charge is \$100.</p>
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Disputes	<p>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 business help-desk on 0800 70 10 50 and let us know what's up.</p> <p>If you require any further advice on issues you have with our products or service, we are also a member of the <a href="#">Telecommunication Dispute Resolution</a>.</p>
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