

ORCON NAKED ADSL BROADBAND

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. 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.

Naked ADSL Broadband is broadband without a home phone line. Our Naked ADSL plan comes with Unlimited data and a free standard install.

Availability

Orcon Naked ADSL Broadband is available in most places

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 ADSL Naked Broadband

Broadband without home line ([Orcon exchange equipment](#))

ADSL Naked Unlimited

Monthly Data Allowance

Unlimited

12 month Charge (Incl. GST)

\$89.95/month

24 month Charge (Incl. GST)

\$94.95/month + hardware offer

Benefits

- Free wireless modem rental
- Free standard installation

Service – Orcon ADSL Naked Broadband

Broadband without home line ([Chorus exchange equipment](#))

ADSL Naked Unlimited

Monthly Data Allowance

Unlimited

12 month Charge (Incl. GST)

\$89.95/month

24 month Charge (Incl. GST)

\$94.95/month + hardware offer

Benefits

- Free wireless modem rental
- Free standard installation

Setup charges

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

*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

Modem	New modem option	Bring your existing modem option
	<p>Free modem rental available (\$14.95 postage and packaging fee applies).</p> <p>All Orcon modems are rented and must be returned should you cancel your service. If it is not returned, you will be charged \$100 to recover the cost of the device.</p>	<p>Bring your existing modem with your existing Wi-Fi settings.</p> <p>Please note, we will be unable to offer Wi-Fi set up or troubleshooting support for any non Orcon supplied Modems.</p>
Minimum contract period	12 months	6 months
Early termination fee	If you decide to cancel your Naked ADSL broadband connection 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	Orcon Naked ADSL connections come with a free wireless modem rental. If you decide to cancel your service this wireless modem must be returned.	
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 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	Naked ADSL broadband is broadband without a home phone line. By selecting this plan you will lose your number attached to this broadband connection. Services like analogue monitored alarms, SKY TV (pay for view), medial alarm, EFTPOS or a fax machine will be affected when this phone line is disconnected. If you need these services then you will need to investigate an IP based solution.	
Other Charges	<p>Naked broadband does not have a landline, so there are no calling or feature charges.</p> <p>Additional services available on Naked Broadband</p> <ul style="list-style-type: none">- Wiring and maintenance \$3/month- Static IP \$10/month- Family Filter only an extra \$5 per month <p>A one-off modem courier charge of \$14.95 applies. Router non-return charge is \$100.</p>	
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 help-desk on 0800 13 14 15 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 Telecommunication Dispute Resolution.</p>	