

ORCON ULTRA FAST BROADBAND (UFB)

Naked Fibre 4000

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 Fibre 4000 Fibre Broadband is the latest and greatest in fibre technology, capable of supporting up to 4Gbps symmetrical (both download and upload) speeds with compatible equipment—so it's even faster than our Gigantic plan.

To get the most out of Fibre 4000, you will need CAT 6 Ethernet cabling and a PC or Laptop with a 10GE LAN port. If you do a wired speedtest with this hardware, you should see up to 4000Mbps down and up to 4000Mbps upstream. This variance on speed will depend on the speedtest server location and capacity.

The Wi-Fi on the Modem is AC (802.11ac) and has 4x4 MIMO, and will deliver speeds of up to 1Gbps on Wi-Fi.

Naked Fibre Broadband is broadband without a home 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

12 month Charge (Incl. GST)

Benefits

Fibre 4000 Naked
UFB 4000/4000

Unlimited

\$199.95/month

UFB Setup fess

An installation fee of \$199 applies. Chorus will need to install a new optical network terminal (ONT) purpose built to handle the blistering speed. This ONT will also act as your modem, so you don't need to plug in any additional hardware.

New Fibre install:

The installation process will involve a technician coming to your place to physically connect a fibre optic cable from the roadside to your premise. If a fibre optic cable is already run, the technician will wire this to the new ONT.

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

A downgrade fee of \$260 applies if you choose to change plans.

*Pricing includes GST

BROADBAND PERFORMANCE

Access type: Fibre

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

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



OTHER INFORMATION

Modem	Supplied ONT The optical network terminal (ONT) will also act as your modem, so you don't need to plug in any additional hardware. The supplied ONT comes with 1 x 10GE LAN port and 4 x 1GE LAN ports.	Bring your existing modem option This option is not currently available for Fibre 4000 customers
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.	
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	Naked Fibre 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 Naked broadband is not for you.	
Optional charges	Naked broadband does not have a landline, so there are no calling or feature charges. Additional services available on Naked Broadband - Wiring and maintenance \$3/month - Static IP \$10/month - Family Filter only an extra \$5 per month A downgrade fee of \$260 applies if you choose to change plans.	
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 help-desk 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 .	
