

# ORCON NAKED VDSL BROADBAND

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

<b>Service description</b>	<p>VDSL technology cranks up the speeds available on your standard copper lines. Faster downloads mean better video streaming and an all-round great online experience.</p> <p>Naked VDSL Broadband is broadband without a home phone line.</p> <p>VDSL is popular with people who want to stream HD content and upload big files quickly, gamers and those who demand awesome broadband. Typically, the faster you go the more data you consume, so our all our broadband plans come with Unlimited data.</p>
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<b>Availability</b>	<p>VDSL is available on up to 80% of New Zealand's broadband capable lines. To see if VDSL is available to you, <a href="#">check your address here</a> or call our friendly sales team on <b>0800 JOIN US (0800 564 687)</b>.</p> <p>There are several factors that will affect your VDSL availability and speeds. These include your distance from the exchange, the condition of your copper wiring, noise on the line and line attenuation.</p>
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Type of service	Monthly Data Allowance	12 month Charge (Incl. GST)	24 month Charge (Incl. GST)	Benefits
Genius VDSL Unlimited	Unlimited	\$89.95/month	\$94.95/month + hardware offer	<ul style="list-style-type: none"> <li>- Free wireless modem rental</li> <li>- Free standard installation</li> </ul>

<b>Setup charges</b>	Standard installations (connection only) are free. A connection and wiring option is available for \$199 (technician will install a splitter jackpoint in your home).
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\*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 TrueNet VDSL test downloads from both Auckland and Wellington every 5 hours per probe. The best download speed from Auckland or Wellington is used from each test run, and the data points show the median of these.

### Access type: **Copper VDSL**

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 your VDSL 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	You will also need to use a special Orcon broadband modem with your VDSL service. All Orcon modem devices are rented and must be returned should you cancel your service.	
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 VDSL 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"><li>- Wiring and maintenance \$3/month</li><li>- Static IP \$10/month</li><li>- Family Filter only an extra \$5 per month</li></ul> <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 <a href="#">Telecommunication Dispute Resolution</a>.</p>	