

ORCON ULTRA FAST BROADBAND (UFB)

Naked Fibre Gigantic

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 Gigantic Fibre Broadband is the fastest speed we can offer. It's provided via our Gigabit network. So what will that mean in reality? If you do a wired speedtest, you should see 700-900Mbps down, and up to 500Mbps up, this variance on speed will depend on the speedtest server location and capacity.

Naked Fibre Broadband is broadband without a home phone line.

Typically, the faster you go the more data you consume, so our UFB plans come with an unlimited data allowance, a free standard install.

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)

24 month Charge (Incl. GST)

Benefits

Gigantic Fibre Naked UFB Max/500Mbps

Unlimited

\$99.95/month

\$99.95/month

- Free wireless modem rental
- Free standard UFB installation

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 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 Fibre test downloads a 1MB file 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: Fibre

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 Google Router 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 \$150 to recover the cost of the Google Router.</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 Fibre broadband service (UFB) is disconnected within your contract period you will incur an early termination fee of \$250 on 12 month contracts and 24 month contracts.	
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 Fibre 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 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	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	<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. Our Modem non-return charge is \$100, If we have provided a leased Google Nest Router as your primary modem, you will be charged \$150 if this modem is not returned, to recover the cost of this device.</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>	