

# ORCON ULTRA FAST BROADBAND (UFB)

## Naked Fibre 100

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. Fibre 100 is the best way to experience Ultra Fast Broadband (UFB). With up to 100Mbps download speed, you can experience the internet in high definition (HD). Ideal for streaming, gaming and browsing the internet without worrying about your connection slowing you down. Fibre 100 will help you get the best out of your latest gadget, gaming console or computer.

Naked Fibre Broadband is broadband without a home phone line.

Typically, the faster you go the more data you consume, so our all our broadband plans come with Unlimited data.

### 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
UFB Naked Fibre 100/20Mbps	Unlimited	\$84.95/month	\$89.95/month + hardware offer	- 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

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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                You will also need to use a special Orcon broadband modem with your Fibre service. All Orcon devices are rented and must be returned should you cancel your service.

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Traffic management                Our policy is to provide our customers with the best possible internet experience.

This means we may use traffic prioritisation policies to improve overall performance and protect against service impacting events such as malware and denial of service attacks.

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Fair Use                                Orcon does not enforce a fair use policy.

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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.

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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 one-off modem courier charge of \$14.95 applies. Router non-return charge is \$100.

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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](#).

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