

ORCON ADSL BROADBAND PLANS

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, and comes with Unlimited data, a free install.

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.

Here are the ADSL products that we offer:

Orcon Genius – comes with our special Orcon Genius router that has a standard analogue port at the back of it.

Orcon At Home – comes with a standard analogue line, ideal for customers with monitored alarms.

Availability

Orcon Genius and At Home products are only available in areas where we have Orcon equipment in your area or exchange. Our At Home product is available in most places where standard broadband is available.

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 Genius Broadband and VoIP Phone Line (Orcon exchange equipment)	Monthly Data Allowance	12 month Charge *	24 month Charge *	Benefits - Free wireless modem rental - Voicemail package for an extra \$4 - Free standard installation
ADSL Unlimited	Unlimited	\$94.95 /month	\$99.95/month + hardware offer	
Service – At Home Broadband and Analogue Phone Line (Orcon exchange equipment)	Monthly Data Allowance	12 month Charge *	24 month Charge *	Benefits - Free wireless modem rental - Suitable for monitored alarms - Voicemail package for an extra \$4 - Free standard installation
ADSL Unlimited	Unlimited	\$94.95/month	\$99.95/month + hardware offer	
Service – Orcon Genius Broadband and VoIP Phone Line (Chorus exchange equipment)	Monthly Data Allowance	12 month Charge *	24 month Charge *	Benefits - Free wireless modem rental - Voicemail package for an extra \$4 - Free standard installation
ADSL Unlimited	Unlimited	\$94.95/month	\$99.95/month + hardware offer	
Service – At Home Broadband and Analogue Phone Line (Chorus exchange equipment)	Monthly Data Allowance	12 month Charge *	24 month Charge *	Benefits - Free wireless modem rental - Suitable for monitored alarms - Voicemail for an extra \$10 - Caller ID for an extra \$4 - Call Waiting for an extra \$4 - Free standard installation.
ADSL Unlimited	Unlimited	\$94.95/month	\$99.95/month + hardware offer	

* Pricing includes GST



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).

*All 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: ADSL Copper

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

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

OTHER INFORMATION

Minimum contract period

12 months

Early termination fee

If any Orcon Genius or At Home ADSL broadband connection is disconnected within your contract period, you will incur a termination fee of \$199.

Notice period

You must give us at least 30 days' notice before cancelling.

Other requirements

All Orcon Genius or At Home ADSL broadband plans do require you to have your landline and toll calling with Orcon. Our standard package includes either an Orcon Genius phone line or traditional copper voice line.

You will also need to use an Orcon broadband modem with your ADSL service. Orcon ADSL connections come with a free wireless modem rental. If you decide to cancel your service this wireless modem must be returned.

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

Orcon broadband services and the Orcon Genius phone line requires mains power to operate. If power is not available (e.g. during an outage), your broadband, and any services which run over it, may stop working unless you have battery backup in your home. Your Genius phone line will also stop working if there is a problem with your broadband service. This would prevent you from using it to make calls to emergency services. You should check with the provider of any existing essential services such as security alarms, medical alarms and EFTPOS to make sure they will operate with our service.



Other Charges

Service feature charges for the **Orcon Genius plans** on Orcon and Chorus exchange equipment and Orcon At Home plans on Orcon exchange equipment are as follows:

- Voicemail, caller ID and call waiting are an extra \$4 per month
- Wiring and maintenance \$3 per month
- Static IP \$10 per month
- Unlimited National calling for \$5 per month
- International landline calling (100 hours/month) to various countries (Top 10) for \$10 per month
- International landline calling (100 hours/month) to various countries (Top 20) for \$15 per month
- International landline calling (100 hours/month) to various countries (Top 50) for \$25 per month
- 100 Landline to Mobile minutes for \$10 per month
- 200 Landline to Mobile minutes for \$18 per month
- 500 Landline to Mobile minutes for \$40 per month
- Family Filter only an extra \$5 per month

Service feature charges for the **Orcon At Home plans** on Chorus exchange equipment are as follows:

- Voicemail only is an extra \$10 per month
- Caller ID only is an extra \$4 per month
- Call Waiting only is an extra \$4 per month
- Wiring and maintenance \$3 per month
- Static IP \$10 per month
- Unlimited National calling \$5 per month
- International landline calling (100 hours/month) to various countries (Top 10) for \$10 per month
- International landline calling (100 hours/month) to various countries (Top 20) for \$15 per month
- International landline calling (100 hours/month) to various countries (Top 50) for \$25 per month
- 100 Landline to Mobile minutes for \$10 per month
- 200 Landline to Mobile minutes for \$18 per month
- 500 Landline to Mobile minutes for \$40 per month
- Family Filter only an extra \$5 per month

Various calling rates can be [found here](#).

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

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](#).
