

ORCON VDSL 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

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. It's 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.

Availability

VDSL is available on up to 80% of New Zealand's broadband capable lines. To see if VDSL is available to you, check your [address here](#) or call our friendly sales team on **0800 JOIN US (0800 564 687)**.

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.

Service – Orcon Genius Broadband and VoIP Phone Line (Chorus exchange equipment)	Monthly Data Allowance	12 month Charge (Incl. GST)	24 month Charge (Incl. GST)	Benefits
Genius VDSL Unlimited	Unlimited	\$94.95/month	\$99.95/month + hardware offer	<ul style="list-style-type: none"> - Free wireless modem rental - Voicemail package for an extra \$4 - Free standard installation
Service – At Home Broadband and Analogue Phone Line (Chorus exchange equipment)	Monthly Data Allowance	12 month Charge (Incl. GST)	24 month Charge (Incl. GST)	Benefits
Orcon @ Home VDSL Unlimited	Unlimited	\$94.95/month	\$99.95/month + hardware offer	<ul style="list-style-type: none"> - 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.

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).

*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

Minimum contract period

12 months

Early termination fee

If your VDSL 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 VDSL 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 VDSL service. Orcon VDSL 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

Your VDSL broadband service 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**:

- 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**:

- 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 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

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](#).
