



ORCON BUSINESS VDSL 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 an all-round great online experience.

VDSL is popular with people who want to upload big files quickly and those who demand awesome broadband. Typically, the faster you go the more data you consume, so our VDSL plans come with Unlimited data, a free standard install and a phone line.

Availability

To see what plan is available at your premise enter your address on our online [address checker](#) or contact our friendly sales team on business.sales@orcon.net.nz

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	Monthly Data Allowance	12 month Charge *	Benefits
VDSL Unlimited	Unlimited	\$89.95/month	<ul style="list-style-type: none"> - Free Business modem rental - 4G data backup - up to 2 business lines - Voice features - Free standard VDSL installation

Setup charges

Standard installations are free. A standard installation with wiring is \$149.

* Pricing excludes GST

BROADBAND PERFORMANCE

In New Zealand, broadband performance tests are carried out regularly by SamKnows - an independent company dedicated to measuring and reporting on broadband performance.

Take a look at their [latest report](#)

How are speeds measured?

A detailed report on how data is measured, can be [found here](#).

Access type: VSDL 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 your broadband service (VDSL) is disconnected within your contract period you will incur an early termination fee of \$250.

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

Other requirements The Orcon Business VDSL connection does require you to have your landline and toll calling with Orcon.

You will also need to use an Orcon Business broadband modem with your VDSL service. Orcon VDSL connections come with a free Business Broadband modem rental. If you decide to cancel your service this 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 broadband service (VDSL) 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 Business. Your 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.

Optional charges

- Wiring and maintenance \$1.73 per month
- Static IP \$10 per month
- NZ calling Pack (Local, National and Land to Mobile) 100 hours/month for \$20 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
- ESET Nod32 Antivirus \$4.50 per month

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

A one-off modem courier charge of \$13.00 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 business help-desk on 0800 70 10 50 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](#).
