

ORCON NAKED ADSL BROADBAND

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. 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.

Naked ADSL Broadband is broadband without a voice line. Our Naked ADSL plan comes with Unlimited data and a free standard install.

Availability

Orcon Naked ADSL Broadband is available in most places

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.

Orcon ADSL Naked Broadband

Average peak speed
8.8 Mbps / 0.7 Mbps *

Monthly Data Allowance

Unlimited

12 month Charge (Incl. GST)

\$94.95/month

Benefits

- Free wireless router rental
- Free standard installation

Prices are current as at 1 December 2021 and are subject to change.

* Average NZ ADSL download/upload speeds at busy times (SamKnows December 2021). Experienced speeds may be higher or lower, [Learn more](#).

Minimum contract period

12 months

Setup charges

Standard installations (connection only) are free. A connection and wiring option is available for \$199 (technician will install a splitter jackpoint at your premise).

*Pricing includes GST

BROADBAND PERFORMANCE

Access type: ADSL Copper

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

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



OTHER INFORMATION

Router	New router option	Bring your existing router option
	<p>Free router rental available (\$14.95 postage and packaging fee applies).</p> <p>All Orcon routers are rented and must be returned should you cancel your service. If it is not returned, you will be charged \$100 to recover the cost of the device.</p>	<p>Bring your existing router 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 routers.</p>
Minimum contract period	12 months	
Early termination fee	If you decide to cancel your Naked ADSL broadband connection within your contract period, you will incur a termination fee of \$250.	
Notice period	You must give us at least 30 days' notice before cancelling.	
Other requirements	Orcon Naked ADSL connections come with a free wireless router rental. If you decide to cancel your service this wireless router must be returned.	
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 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 ADSL broadband is broadband without a Voice 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 you will need to investigate an IP based solution.	
Other 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">- Static IP \$10/month- Family Filter only an extra \$5 per month <p>A one-off router courier charge of \$14.95 applies. Router non-return charge is \$100.</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>	