

ORCON NAKED VDSL 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	<p>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.</p> <p>Naked VDSL Broadband is broadband without a phone line.</p> <p>VDSL is 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.</p>
----------------------------	---

Availability	<p>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).</p> <p>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.</p>
---------------------	---

VDSL Naked	Monthly Data Allowance	12 month Charge (Incl. GST)	Benefits
Average peak speed 38.2 Mbps / 10.9 Mbps *	Unlimited	\$94.95/month	<ul style="list-style-type: none"> - Free wireless router rental - Free standard installation

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

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

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: Copper VDSL	<p>For more information about access types, click here.</p> <p>For more information about broadband speeds and performance, click here.</p>
---------------------------------	---



OTHER INFORMATION

Router

New Router option

Free Router rental available (\$14.95 postage and packaging fee applies).

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 router.

Bring your existing Router option

Bring your existing router with your existing Wi-Fi settings.

Please note, we will be unable to offer Wi-Fi set up or troubleshooting support for any non Orcon supplied routers.

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 \$250.

Notice period

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

Other requirements

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

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 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

Naked VDSL broadband is broadband without a 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 you will need to investigate an IP based solution.

Other 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
- 4G Backup \$15/month
- Priority support \$15/mth
- Family Filter only an extra \$5 per month

A one-off router courier charge of \$14.95 applies. If we have provided a leased Orcon Router, you will be charged \$100 if this router is not returned, to recover the cost of this device.

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](#).
