

Fibre Pro (Fibre MAX) with Voiceline

This document is a summary only and Broadband terms and conditions can be found online at www.orcon.net.nz

SERVICE OVERVIEW

Service description	Orcon Fibre Pro Broadband Rental with voiceline.		
Availability	Whether or not you can get UFB depends on your location. To see if UFB is available to you, check your address here or call our friendly sales team on 0800 JOIN US (0800 564 687) .		
Fibre Pro Fibre Max / 500 Average peak speed 869 Mbps / 506 Mbps *	Monthly Data Allowance Unlimited	12 month Charge (Incl. GST) \$109.95/month	Benefits - Free wireless router rental - Free standard UFB installation
<p>Prices are current as at 1 December 2021 and are subject to change. To see current pricing please see our Fibre broadband plans page.</p> <p>*Average Orcon Fibre Pro plan (Fibre Max) download/upload speeds with compatible modem at busy times (SamKnows December 2021). Experienced speeds may be higher or lower, Learn more.</p>			
UFB Setup fess	<p>A standard UFB installation is free. The installation process will involve a technician coming to your place to physically connect a fibre optic cable from the roadside to your premise.</p> <p>A non-standard installation usually applies if your house is more than 200m from roadside. In these cases, a price is given upon application.</p>		

*Pricing includes GST

BROADBAND PERFORMANCE

Access type: Fibre	<p>For more information about access types, click here.</p> <p>For more information about broadband speeds and performance, click here.</p>
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OTHER INFORMATION

Router	<p>New Router option Free Google 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 \$150 to recover the cost of the Google Router.</p>	<p>Bring your existing Router option 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>
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OTHER INFORMATION

Minimum contract period 12 months.

Early termination fee If your Fibre broadband service (UFB) 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 Fibre with Voiceline connection does require you to have your landline and toll calling with Orcon.

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 Fibre broadband service (UFB) 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 at your premise. 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.

Optional charges

- Voicemail and caller ID, voiceline features are an extra \$4 per month
- Static IP \$10 per month
- 4G backup \$15 per month
- Priority support \$15 per month
- Wi-Fi Pro from \$10 per month for premises greater than 120 square meters
- 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 router courier charge of \$14.95 applies. If we have provided a leased Google Nest Router as your primary router, you will be charged \$150 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](#).
