orcon

Hyperfibre 4 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 Hyperfibre 4 Broadband is the latest and greatest in fibre technology, capable of supporting up to 4Gbps symmetrical (both download and upload) speeds with compatible equipment. To get the most out of Hyperfibre 4, you will need CAT 6 Ethernet cabling and a PC or Laptop with a 10GE LAN port. If you do a wired speedtest with Ookla Windows App, you should see up to 4000Mbps down and up to 4000Mbps upstream. Speed variances will depend on the speedtest server location and capacity. Service can be ordered in bridge mode or RGW mode (Chorus areas only)
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).** Hyperfibre 4 is only available in selected Chorus and Ultra Fast Fibre areas.

Hyperfibre 4 Average peak speeds 4000 Mbps / 4000 Mbps *	**Monthly Data Allowance**	**12 month Charge (Incl. GST)**	**Benefits**
	Unlimited	$194.95/month	- Voicemail package for an extra $10

Prices are current as at 1 December 2021 and are subject to change.
To see current pricing please see our Fibre broadband plans page.

* The Commerce Commission's independent testing partner (SamKnows) doesn't report on Hyperfibre speeds yet. Until it does, we're working on our own testing, but LFC and internal data suggests Hyperfibre 4 download speeds of approx. 4000Mbps with compatible equipment. Experienced speeds may be higher or lower, Learn more.

UFB Setup fess	A setup fee of $199 applies. Your local fibre company (LFC) may need to install a new optical network terminal (ONT) purpose built to handle the blistering speed. *New Fibre ONT install:* The ONT installation process will involve a technician coming to your place to physically installing a new ONT. You will need to be present during this installation process. *New Fibre install:* If this is the first time fibre is being connected at your property, then a technician will need to run a fibre optic cable from the roadside to your premise. They will then need to connect fibre from the outside of your premise to a room inside your property and install an ONT. You will need to be present during this ONT installation process. A non-standard installation usually applies if your house is more than 200m from roadside. In these cases, a price is given upon application. *Pricing includes GST

BROADBAND PERFORMANCE

Access type: **Fibre**	For more information about access types, click here. For more information about broadband speeds and performance, click here.

Router	ONT Gateway (RGW Mode)	Orcon Hyperfibre Router (Bridge Mode)	User your own equipment (Bridge Mode)
	The optical network terminal (ONT) will also act as your Router (Chorus network only) The supplied ONT comes with 1 x 10GE LAN port, 4 x 1GE LAN ports and AC 2400 Wi-Fi	Rent a Orcon AX 6000 Wi-Fi router for $10 per month. The supplied router comes with 1 x 10GE LAN port, 4 x 1GE LAN ports and AX 6000 Wi-Fi	Please note, we will be unable to offer set up or troubleshooting support for the option.

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.
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 Hyperfibre 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. Your Voiceline 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 - Unlimited National calling for $5 per month - International landline calling (100 hours/month) to various countries (Top 10) for $10/month - International landline calling (100 hours/month) to various countries (Top 20) for $15/month - International landline calling (100 hours/month) to various countries (Top 50) for $25/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 A one-off router courier charge of $14.95 applies. Our Hyperfibre Router non-return charge is $499. If we have provided a rented Orcon Hyperfibre Router as your primary router, you will be charged $499 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.](#)