Farmside Urban Wireless Broadband

Offer Summary – 1 July 2025

<table>
<tr><th colspan="3">Service Overview</th></tr>
<tr><td>Service Description</td><td colspan="2">Wireless Broadband is a broadband service that runs over our mobile network.

Wireless Broadband services are only available in areas with sufficient 4G or 5G coverage.

There are three Broadband plan available on Urban Wireless:

• Unlimited Urban Wireless Broadband
• 300GB Urban Wireless Broadband
• 600GB Urban Wireless Broadband

Our UrbanWireless plans are 24-month term and includes a modem.

Voice calling over broadband (VoIP) is the latest in phone line technology. VoIP stands for “Voice over Internet Protocol”. If you have an existing traditional copper landline connected this can be kept in conjunction with your broadband at the relevant cost for the copper line. See how this may affect you in the “Effects on other services” section below.

Urban Wireless Broadband is for residential use only.</td></tr>
<tr><td>Availability</td><td colspan="2">Farmside Urban Wireless Broadband is not available everywhere.

Give us a call on 0800 32 76 74 to check what’s available at your place.</td></tr>
<tr><td>Service Charge</td><td colspan="2"><table><tr><th colspan="3">Urban Wireless Broadband only</th></tr><tr><td>Plan</td><td>Open term</td><td>24-month term</td></tr><tr><td>Unlimited Urban Wireless</td><td>$75.00 p/m</td><td>$65.00 p/m</td></tr><tr><td>300GB Urban Wireless</td><td>$65.00 p/m</td><td>$55.00 p/m</td></tr><tr><td>600GB Urban Wireless</td><td>$75.00 p/m</td><td>$65.00 p/m</td></tr></table>Prices are current as of 1 October 2024 and are subject to change.

To see in market pricing and current promotions visit farmside.co.nz</td></tr>
<tr><td rowspan="3">Setup Charge</td><td>Open term contract</td><td>You will need to purchase a modem
(Deco X58 RRP $299. Deco X80 RRP $629)
($50 Refurbished)
Installation of the modem can be performed by customers using the instructions provided with the modem</td></tr>
<tr><td>24-month term contract</td><td>(Deco X58 RRP $299. Deco X80 RRP $629.)
Installation of the modem can be performed by customers using the instructions provided with the modem</td></tr>
<tr><td colspan="2">Note that a modem postage and handling fee of $20.00 applies to all modems supplied.

See ‘Other Charges’ for additional setup charges, which may apply.</td></tr>
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C2 General

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<tr><td>Other Charges</td><td>Additional charges may apply for items such as Voice Calling.

<table><tr><th>Add-On</th><th>Open term</th><th>24-month term</th></tr><tr><td>Voice calling over broadband</td><td>$10.00 p/m</td><td>$10.00 p/m</td></tr></table>
Voice calling over broadband is $10/month with free calls to NZ landlines (2hour limit per call applies). Additional charges may apply for certain phone calling features and for calls that exceed the 2-hour per call limit. For more information visit farmside.co.nz/broadband/urban-wireless-plans/</td></tr>
<tr><td>Broadband Performance</td><td>See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies. You may experience a higher or lower speed than these averages.

Factors such as the performance of your modem, location of the server you're connected to, the performance of your device and your in-home Wi-Fi setup can impact the speeds experienced.</td></tr>
<tr><td>Access Type</td><td>Wireless Broadband is a broadband service that runs over our mobile network.

For more information about access types, visit What is Broadband and Why Should I be Interested? - TCF</td></tr>
<tr><th colspan="2">Other Information</th></tr>
<tr><td>Minimum Contract Period</td><td>You can choose from either an Open or 24-month term contract.</td></tr>
<tr><td>Early Termination Charge</td><td>An Early Termination Charge will apply if you choose to disconnect or downgrade to a lower value broadband plan before the end of your contract term.

A full list of applicable disconnection fees can be found here on our website - https://farmside.co.nz/disconnection-fees/</td></tr>
<tr><td>Notice Period (Cancellation)</td><td>30 Days minimum notice or any lesser notice period agreed between us applies to all Farmside Broadband plans.</td></tr>
<tr><td>Other Requirements</td><td>To use One Farmside voice calling over broadband, you'll need to plug your home phone directly into the Farmside modem we've sent you. Check your phone has a Telepermit sticker.

Farmside voice calling over broadband won't work on other modems.

Modem capability and functionality requirements apply when you bring your own modem. Broadband speeds and connection may be affected if you use your own modem.</td></tr>
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Traffic Management	Our policy is to provide you with the best broadband experience possible, so we won't slow down or throttle your connection. However, in some circumstances (such as in the unlikely event of a network attack) we may be required to take reasonable action to protect our customers and effectively manage our network.
Fair Use	Farmside does have a fair use policy for all broadband connections. Note: All broadband plans (including the Unlimited Broadband Pack) are for standard residential use only and are not to be used for commercial types of activity or purposes. Non-residential, commercial purposes will include (but is not limited to) e.g. selling bandwidth to third parties or running an Internet Service Provider. Farmside fair use policy is available here: farmside.co.nz/broadband-terms/#FairUsagePolicy
Effects on Other Services	Your broadband requires mains power and an active broadband connection to work. If power is not available (e.g. during a local power outage) the broadband, and any services which run over it including voice calling over broadband will not work. This includes all calls, even emergency calls to 111. We recommend keeping your modem switched on and having a charged mobile phone ready to use as a backup in case of a power cut unless you have a battery back up at home. Most systems such as monitored medical, security or other alarms should work with voice calling over broadband, but some don't. Therefore, it's important that you call the company that monitors your alarm to ask if their service will work with voice calling over broadband. If not, they may be able to find an alternative for you before you switch to voice calling over broadband. Other services that require a traditional fixed phone line to work, such as older fax machines or the interactive features of Sky Digital are incompatible with voice calling over broadband. Farmside recommend checking with your provider if you have any existing phone dependent services. Broadband with voice includes a voice calling over broadband charge of $10 per month with free calls to NZ landlines (2-hour limit per call applies).
Complaints and Disputes	Information about our process for customer complaints is available here: farmside.co.nz/contact-us/ If we are unable to resolve your concern, you are free to contact the Telecommunication Dispute Resolution Scheme (TDR). For more information on the TDR, please visit tdr.org.nz

All prices quoted are inclusive of GST. This is a summary only. The full legal terms and conditions for these plans are available at farmside.co.nz/terms/

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