

## Farmside VDSL Broadband

Offer Summary – 1 October 2024

Service Overview																
Service Description	<p>VDSL Broadband is faster than our basic ADSL fixed line broadband service on copper. Available to customers who can get VDSL at their nominated address.</p> <p>There are three Broadband plan available on VDSL:</p> <ul style="list-style-type: none"> <li>• Unlimited VDSL Broadband</li> <li>• Unlimited VDSL Broadband with Phone</li> <li>• 80GB VDSL Broadband with Phone</li> </ul> <p>Our VDSL Broadband plans are 24-month term and includes a modem.</p> <p>Voice calling (Home phone) Add-On.</p> <p>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.</p> <p>Unlimited Broadband is for residential use only.</p>															
Availability	<p>Farmside VDSL Broadband is not available everywhere.</p> <p>Give us a call on 0800 32 76 74 to check what’s available at your place.</p>															
Service Charge	<table border="1"> <thead> <tr> <th colspan="3">VDSL Broadband only</th> </tr> <tr> <th>Plan</th> <th>Open term</th> <th>24-month term</th> </tr> </thead> <tbody> <tr> <td>Unlimited VDSL</td> <td>\$102.00 p/m</td> <td>\$92.00 p/m</td> </tr> <tr> <td>Unlimited VDSL &amp; Phone</td> <td>\$117.00 p/m</td> <td>\$107.00 p/m</td> </tr> <tr> <td>80GB and Phone</td> <td>\$107.00 p/m</td> <td>\$97.00 p/m</td> </tr> </tbody> </table> <p>Prices are current as of 1 October 2024 and are subject to change.</p> <p>To see in market pricing and current promotions visit <a href="https://www.farmside.co.nz">farmside.co.nz</a></p>	VDSL Broadband only			Plan	Open term	24-month term	Unlimited VDSL	\$102.00 p/m	\$92.00 p/m	Unlimited VDSL & Phone	\$117.00 p/m	\$107.00 p/m	80GB and Phone	\$107.00 p/m	\$97.00 p/m
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<p>Other Charges</p>	<p>Additional charges may apply for items such as Voice Calling, nonstandard installations, additional in-home technician work performed at the time of installation.</p> <table border="1" data-bbox="419 271 1347 490"> <thead> <tr> <th data-bbox="419 271 703 376">Add-On</th> <th data-bbox="703 271 987 376">Open term</th> <th data-bbox="987 271 1347 376">24-month term</th> </tr> </thead> <tbody> <tr> <td data-bbox="419 376 703 490">Voice calling over broadband</td> <td data-bbox="703 376 987 490">\$10.00 p/m</td> <td data-bbox="987 376 1347 490">\$10.00 p/m</td> </tr> </tbody> </table> <p>In some cases, additional install charges might apply. Typically, this happens if your house is more than 200m from the road, or you require additional wiring in your home.</p> <p>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 <a href="https://farmside.co.nz/broadband/vdsl/">farmside.co.nz/broadband/vdsl/</a></p>	Add-On	Open term	24-month term	Voice calling over broadband	\$10.00 p/m	\$10.00 p/m
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<p>Broadband Performance</p>	<p>See <a href="#">Measuring Broadband NZ</a> for independent information on broadband performance across different providers, plans and technologies. You may experience a higher or lower speed than these averages.</p> <p>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 Wifi setup can impact the speeds experienced</p>						
<p>Access Type</p>	<p>Copper VDSL.</p> <p>For more information about access types, visit <a href="#">What is Broadband and Why Should I be Interested? - TCF</a></p>						
<p>Other Information</p>							
<p>Minimum Contract Period</p>	<p>You can choose from either, Open or 24-month term contract.</p>						
<p>Early Termination Charge</p>	<p>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.</p> <p>24-22 Months Remaining- \$228  21-19 Months Remaining- \$197  18-16 Months Remaining- \$165  15-13 Months Remaining- \$133  12-10 Months Remaining- \$99  9-7 Months Remaining- \$74  6-4 Months Remaining- \$49  3-1 Months Remaining- \$24</p>						
<p>Notice Period (Cancellation)</p>	<p>30 Days minimum notice or any lesser notice period agreed between us applies to all Farmside Broadband plans.</p>						

Other Requirements	<p>To use copper calling with the Farmside Broadband a line filter will need to be connected between the phone and the VDSL Line that the broadband modem is connected to.</p> <p>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.</p> <p>Farmside voice calling over broadband won't work on other modems.</p> <p>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.</p>
Traffic Management	<p>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.</p>
Fair Use	<p>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.</p> <p>Farmside fair use policy is available here: <a href="https://farmside.co.nz/broadband-terms/#FairUsagePolicy">farmside.co.nz/broadband-terms/#FairUsagePolicy</a></p>
Effects on Other Services	<p>Your broadband requires mains power and an active broadband connection to work.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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).</p>
Complaints and Disputes	<p>Information about our process for customer complaints is available here: <a href="https://farmside.co.nz/contact-us/">farmside.co.nz/contact-us/</a></p> <p>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 <a href="https://tdr.org.nz">tdr.org.nz</a></p>

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/](https://farmside.co.nz/terms/)