

# MASTER SERVICES AGREEMENT

## SERVICE DESCRIPTION



### SERVICE DESCRIPTION: BUSINESS WIRELESS

#### DESCRIPTION

Business Wireless provides you access to a high-speed internet connection for your business premises. This service runs on our reliable 5G and 4G networks, without the need to wait for connectivity to be installed. Our SmartWifi modem gives you control over your Wifi network and SuperWifi units provide you with increased, seamless coverage through the power of Wifi 6 mesh technology.

#### OPTIONS, INCLUSIONS AND ADD-ONS

OPTIONS & INCLUSIONS	
Component	Business Wireless
Network connection	5G or 4G (5G will be provided where coverage and capacity allows)
Broadband data limit	Unlimited
SmartWifi modem included	✓
Free Static IP included (upon request)	✓
ADD-ONS	
Component	Descriptions
SuperWifi	This provides seamless Wifi coverage throughout your premises using mesh units (more than one unit may be required)
Business VoLTE	A VoLTE landline
Business VoLTE calling bundle	Unlimited calls to standard NZ and Aus landline and mobiles
Voicemail	This allows unanswered callers to leave a voice message that can be checked from anywhere in NZ
Call divert	This allows you to divert your incoming calls to another number, so you can answer your calls wherever you are. Charges may apply for calls to numbers excluded from the Business VoLTE service
Call waiting	An incoming call can be identified and answered by the user while they are in the middle of an existing active call. The user can toggle between both calls, disconnect the existing active call or conference in the second caller

#### SERVICE CONDITIONS

Business Wireless is available on a 12-month term.

SuperWifi is available on a 12-month term.

Business Wireless: only available in selected areas (rural areas are specifically excluded). Ask us to check your address' availability.

Details of the applicable Charges are set out in the Pricing Schedule. We may change any of the Charges relating to Business Broadband on 30 days' notice.

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If you terminate your Wireless Broadband service before the end of the Service Initial Term, Early Termination Charges will apply as set out in the tables below.

Your Wireless Broadband Access is provided over One New Zealand's 4G/5G mobile networks (Access).

Wireless Broadband Access is only available in 4G/5G coverage areas with sufficient capacity. We will automatically provide 5G access where there is sufficient coverage and capacity. We cannot guarantee continuous 5G connection.

If you have a monitored security or medical alarm, you'll need to check with your alarm company whether your alarm needs to be upgraded from one that uses a traditional phone line to one that will work over mobile or broadband.

Your SmartWifi Wireless modem/router contains a One New Zealand SIM card. You may not use this SIM card in any other device, including but not limited to mobile phones, tablets and other 4G/5G devices. If we identify that you are using your SIM in another device, we may ask you to return the SIM to the provided device or restrict/cancel your service. The SIM remains the property of One NZ and must be returned on request.

Installation of the modem/router can be performed by the customer using the instructions provided. Once installed, you are responsible for the care and maintenance of the Wireless Broadband modem/router.

As your Wireless Broadband Access is provided over One New Zealand's 4G/5G mobile networks, your access is shared with other people on the mobile network near you. The performance of your Wireless Broadband Service may vary from time to time when there is above average traffic over the network. We also reserve the right to manage and prioritise traffic at peak times to improve the overall performance and experience among our customers.

You may only use your SmartWifi Wireless modem/router and SIM card at the location you specify, at the time you sign up. If you would like to move your SmartWifi Wireless modem/router to a new location, please call us on 0800 400 888. We will determine if this is possible based on the address you're moving to.

Your use of Business Wireless is subject to our [Fair Use Policy](#), which may be updated from time to time. We may suspend your Service with immediate effect if you do not use Wireless Broadband in accordance with this policy.

Your Business 4G/5G Broadband Service is reliant on mains power. Disruption of power will affect your Business Wireless. We are not liable for any service failure you suffer as a result the services being unavailable or interrupted due to a disruption to your power. In the event of power outage, connection to Emergency Services (111) will not be possible. Please ensure you have an alternate means of contacting Emergency Services in case of mains failure.

A Static IP may be added at no additional charge. The Static IP you are assigned is for use on Business Wireless Broadband only. Activation may take up to 7 days. If you move to a different product that has Static IP available, we will need to assign you a new Static IP. If you move to a product that does not have Static IP available, you will not be able to take your Static IP with you.

Your phone line is a VoLTE service provided over your Wireless Broadband Access. There is a maximum of one phone line on Business Wireless plans. Your phone line requires mains power and broadband coverage to operate, and disruption of power will affect your Wireless Broadband Access.

Your Business VoLTE Calling Service shares the broadband connection. Calls across your VoLTE Calling Service may decrease the speed of your Business Wireless Broadband Service for the duration of the call. Network congestion may impact call quality in some circumstances.

Your Business VoLTE Calling Service includes unlimited standard calling to New Zealand and Australian landlines and mobiles. Included Calling is standard person to person calls to standard New Zealand numbers and standard Australian numbers. Included Calling does not include: calls to Australian external territories (including Norfolk Island) or satellite services; calls to premium and special numbers in Australia and New Zealand. Excluded Calls will be charged at the rates set out on in the table below.

All Chargeable Calls are charged on a minute plus minute basis (calculated to the next minute). There is a one-minute minimum charge for each call, and the Charge for each call is rounded to the nearest cent.

In addition to our Business Terms, you may not use your Business VoLTE service for: auto-dialling, continuous call forwarding, telesales, contact centres, multiple simultaneous calling, resupply, resale, on-sale, supply to a third party or any other activity that we consider to be non-standard usage.

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You are responsible for:

- (a) any required operating system configuration on your computer and connecting any local area network or computer network to the Wireless Broadband service;
- (b) local area network or computer equipment and any related cabling;
- (c) ensuring that your existing computer and other equipment at your Sites is working properly and can support your Wireless Broadband; and
- (d) any power required by equipment that we install to support the Wireless Broadband.

Unless we provide any of the above items to you as a separate service.

### SmartWifi Wireless

**SmartWifi Wireless:** The Early Termination Charge for 12-month SmartWifi Wireless is \$620.00 at the beginning of the 12-month term and will reduce as per the schedule below.

12-month Early Termination Charge												
ETC	\$620.00	\$568.33	\$516.67	\$465.00	\$413.33	\$361.67	\$310.00	\$258.33	\$206.67	\$155.00	\$103.33	\$51.67
Months remaining	12	11	10	9	8	7	6	5	4	3	2	1

### SuperWifi

**SuperWifi:** The Early Termination Charge for 12-month SuperWifi is \$229.00 at the beginning of the 12-month term and will reduce as per the schedule below.

12-month Early Termination Charge												
ETC	\$229.00	\$209.92	\$190.83	\$171.75	\$152.67	\$133.58	\$114.50	\$95.42	\$76.33	\$57.25	\$38.17	\$19.08
Months remaining	12	11	10	9	8	7	6	5	4	3	2	1

### Business VoLTE calling charges

Business VoLTE per minute calling charges	Landline	Mobile
Standard New Zealand and Australia calling	\$0.00	\$0.00
Canada, USA	\$0.10	\$0.10
Belgium, Brazil, Chile, China, Denmark, Finland, France, Germany, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Malaysia, Mexico, Netherlands, Norway, Philippines, Singapore, South Africa, South Korea, Spain, Sweden, Taiwan, Thailand, UK	\$0.10	\$0.30
American Samoa, Argentina, Fiji, French Polynesia, New Caledonia, Western Samoa, Cook Islands, Tonga, Vanuatu, Papua New Guinea, Sri Lanka	\$0.70	\$0.70
All other countries other than those listed above	\$0.90	\$0.90
Assisted calls (per minute)	National	International
Direct Connect	\$0.41	N/A
Directory Assistance	\$0.75	\$1.68