

# One New Zealand Unlimited – Wireless Broadband



Offer Summary – 20 January 2025

Service Overview							
<b>Service Description</b>	<p>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.</p> <p>There is one Unlimited Broadband plan available on Wireless:</p> <ul style="list-style-type: none"> <li>Wireless Unlimited Broadband with SmartWiFi</li> </ul> <p><b>Home phone (VoLTE Calling) Add-On</b></p> <p>Home phone (VoLTE calling) is voice calling over the 4G network. VoLTE stands for Voice over Long-Term Evolution. It's a technology that allows calls to be made over a 4G LTE network instead of the older 2G or 3G networks. See how this may affect you in the "Effects on other services" section below.</p> <p>Unlimited Broadband is for residential use only.</p>						
<b>Availability</b>	<p>One New Zealand Wireless Broadband is not available everywhere. Visit <a href="https://one.nz/broadband/">one.nz/broadband/</a> and check what's available at your place.</p>						
<b>Service Charge</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #008000; color: white; text-align: center;">Unlimited Broadband with SmartWiFi</th> </tr> <tr> <th style="background-color: #e0ffe0; text-align: center;">Plan</th> <th style="background-color: #e0ffe0; text-align: center;">12 month term</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e0ffe0; text-align: center;">Unlimited Wireless Broadband</td> <td style="background-color: #e0ffe0; text-align: center;">\$65 p/m*</td> </tr> </tbody> </table> <p>Prices are current as at 24 September 2024 and are subject to change. To see in market pricing and current promotions visit <a href="https://one.nz/broadband/">one.nz/broadband</a></p>	Unlimited Broadband with SmartWiFi		Plan	12 month term	Unlimited Wireless Broadband	\$65 p/m*
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<p><b>Other Charges</b></p>	<p>Additional charges may apply for items such as Voice Calling, additional in-home technician work performed.</p> <table border="1" data-bbox="448 181 1394 584"> <thead> <tr> <th data-bbox="448 181 692 271">Add-On</th> <th data-bbox="692 181 863 271">Price</th> <th data-bbox="863 181 1054 271">Term</th> <th data-bbox="1054 181 1394 271">Other requirements</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 271 692 360">SmartWiFi</td> <td data-bbox="692 271 863 360">\$0 p/m</td> <td data-bbox="863 271 1054 360">12 months</td> <td data-bbox="1054 271 1394 360">Included in all Wireless Broadband plans.</td> </tr> <tr> <td data-bbox="448 360 692 472">SuperWiFi (per mesh unit)</td> <td data-bbox="692 360 863 472">\$5 p/m</td> <td data-bbox="863 360 1054 472">12 months</td> <td data-bbox="1054 360 1394 472">Sign up to SmartWiFi on Unlimited Wireless Broadband to be eligible.</td> </tr> <tr> <td data-bbox="448 472 692 584">Home Phone (VoLTE Calling)</td> <td data-bbox="692 472 863 584">\$10 p/m</td> <td data-bbox="863 472 1054 584">12 months</td> <td data-bbox="1054 472 1394 584">Sign up to SmartWiFi on Wireless Broadband to be eligible.</td> </tr> </tbody> </table> <p>SmartWiFi Add-On included for \$0/month on Wireless Broadband plans on a 12-month term.</p> <p>Sign up to SmartWiFi on Unlimited Wireless Broadband to be eligible for SuperWiFi. Each SuperWiFi mesh unit is \$5/month on a 12-month term.</p> <p>Home phone (VoLTE calling) is \$10/month with free calls to NZ landlines (2-hour 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="http://one.nz/home-phone/calling-features/">one.nz/home-phone/calling-features/</a></p>	Add-On	Price	Term	Other requirements	SmartWiFi	\$0 p/m	12 months	Included in all Wireless Broadband plans.	SuperWiFi (per mesh unit)	\$5 p/m	12 months	Sign up to SmartWiFi on Unlimited Wireless Broadband to be eligible.	Home Phone (VoLTE Calling)	\$10 p/m	12 months	Sign up to SmartWiFi on Wireless Broadband to be eligible.
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<p><b>Broadband Performance</b></p>	<p>See <a href="#">Measuring Broadband NZ</a> for independent information on broadband performance across different providers, plans and technologies.</p> <p>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>For wireless connections, factors such as the distance you are from a cell tower, the network capability, and the overall use of that cell tower by other customers can impact the speed experienced. Wireless Broadband services are available at eligible addresses only, and a Fair Use Policy applies.</p>																
<p><b>Access Type</b></p>	<p>Wireless Broadband is a broadband service that runs over our mobile network.</p> <p>Actual user speeds will vary and are affected by various factors including how you're connected to the internet (using a Gigabit Ethernet cable is better than WiFi, which could have a large impact on speed), the hardware and software used, number of devices connected, time of day, and where the data is downloaded from.</p> <p>For full Wireless terms, see <a href="http://one.nz/legal/terms-conditions/wireless-broadband/">one.nz/legal/terms-conditions/wireless-broadband/</a></p> <p>For more information about access types, visit <a href="#">What is Broadband and Why Should I be Interested? - TCF</a></p>																
<p><b>Other Information</b></p>																	
<p><b>Minimum Contract Period</b></p>	<p>12-month term contract on SmartWiFi.</p>																
<p><b>Early Termination Charge</b></p>	<p>You must have SmartWiFi to be on our Wireless Broadband plans. SmartWiFi costs \$0/month for the first 12 months, after which there will be no charge. An Early Termination Charge will apply if, within 12 months of adding SmartWiFi, you:</p> <ul style="list-style-type: none"> <li>• cancel your SmartWiFi Add-On;</li> <li>• cancel your broadband plan;</li> <li>• transfer or re-sign to an ineligible broadband plan; or</li> <li>• change ownership of your billing account.</li> </ul>																

**Deco X80****Term remaining (incl. GST)**

0-1 month remaining – \$52.42  
1-2 months remaining – \$104.83  
2-3 months remaining – \$157.25  
3-4 months remaining – \$209.67  
4-5 months remaining – \$262.08  
5-6 months remaining – \$314.50  
6-7 months remaining – \$366.92  
7-8 months remaining – \$419.33  
8-9 months remaining – \$471.75  
9-10 months remaining – \$524.17  
10-11 months remaining – \$576.58  
11-12 months remaining – \$629.00

You can add SuperWiFi to your Unlimited Wireless broadband plan. Each SuperWiFi mesh node costs \$5/month for the first 12 months, after which there will be no charge. An Early Termination Charge will apply for each SuperWiFi node you have added to your account if, within 12 months of adding SuperWiFi, you:

- cancel your SuperWiFi Add-On;
- cancel your broadband plan;
- transfer or re-sign to an ineligible broadband plan; or
- change ownership of your billing account.

**Deco X50****Term remaining (incl. GST)**

0-1 month remaining – \$20.75  
1-2 months remaining – \$41.50  
2-3 months remaining – \$62.25  
3-4 months remaining – \$83.00  
4-5 months remaining – \$103.75  
5-6 months remaining – \$124.50  
6-7 months remaining – \$145.25  
7-8 months remaining – \$166.00  
8-9 months remaining – \$186.75  
9-10 months remaining – \$207.50  
10-11 months remaining – \$228.25  
11-12 months remaining – \$249.00

If you joined One New Zealand before 24 September 2024, 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.

**4G Wireless Broadband**

10-12 months remaining – \$249.00  
7-9 months remaining – \$186.75  
4-6 months remaining – \$124.50  
1-3 months remaining – \$62.25

	<p><b>5G Wireless Broadband</b></p> <p>10-12 months remaining – \$629.00</p> <p>7-9 months remaining – \$375.00</p> <p>4-6 months remaining – \$250.00</p> <p>1-3 months remaining – \$125.00</p>
<b>Notice Period (Cancellation)</b>	One month’s minimum notice or any lesser notice period agreed between us applies to all One New Zealand Broadband plans.
<b>Other Requirements</b>	<p>To use One New Zealand voice calling over broadband, you’ll need to plug your home phone directly into the One New Zealand modem we’ve sent you. Check your phone has a Telepermit sticker.</p> <p>One New Zealand voice calling over broadband service won’t work on other modems. Our Wireless Broadband plans do not include a ‘bring your own modem’ option.</p>
<b>Traffic Management</b>	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.
<b>Fair Use</b>	<p>Our Fair Use Policy applies to Wireless broadband plans.</p> <p>We have developed our Fair Use Policy by reference to average customer profiles, estimated customer usage of our Services, and any relevant Data allowances.</p> <p>If your usage of our Services materially exceeds the range of estimated use patterns or is likely to damage or negatively impact the operation of our network, we will consider your usage to be excessive and/or unreasonable. We may contact you to advise you that your usage is in breach of our Fair Use Policy, and request that you stop or alter your usage to come within our Fair Use Policy.</p> <p>If your excessive or unreasonable usage continues after receipt of a request to stop or alter the nature of such usage, we may without further notice restrict, suspend or cancel your Services.</p> <p>Note: All broadband plans (including Unlimited Broadband plans) 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>
<b>Effects on Other Services</b>	<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. One New Zealand recommend checking with your provider if you have any existing phone dependent services.</p>

<b>Complaints and Disputes</b>	Information about our process for customer complaints is available here: <a href="https://one.nz/contact/feedback/">one.nz/contact/feedback/</a> 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>
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All prices quoted are inclusive of GST. This is a summary only. The full legal terms and conditions for these plans are available at [one.nz/legal/terms-conditions/residential-fixed/](https://one.nz/legal/terms-conditions/residential-fixed/)