

# NAKED WIRELESS BROADBAND YOU CHOOSE OFFER OFFER SUMMARY – 15 FEBRUARY 2024.

## Service overview

**Service description** Wireless broadband connects your home through a 4G wireless connection. We offer four plans for wireless broadband – 120GB, 300GB Urban, 300GB Rural and 1000GB.

The Wireless broadband plan we offer is “naked” wireless broadband – this is a wireless broadband connection without a landline.

**Availability** Wireless broadband is only available in rural and urban areas where applicable 4G coverage and capacity are available. You can check your availability of our services when signing up via [mercury.co.nz/broadband](https://mercury.co.nz/broadband) or by calling our wonderful team on **0800 789 505**.

**Service charges** Prices are current as at 15 February 2024 and are subject to change. To find out more about our current pricing give our team a call on **0800 789 505**.

### Broadband charges

Monthly data allowance	Charge - with energy on a 2 year bundle offer*
120GB Capped	\$69 per month**
300GB Urban†	\$74 per month**
300GB Rural†	\$139 per month**
1000GB† (Specific availability restrictions apply)	\$79 per month**

\* The per month prices are shown after Mercury's \$15 Broadband Bundle Discount has been applied. This applies as long as you keep an energy service with us.

\*\*At the end of the fixed term, the service charge is subject to change on 30 days' notice.

† Allocated data at max speed, then speeds reduce to a max of 5Mbps.

Mercury may pro-rate charges when you join (depending on the date you join), move, cancel, or if you switch between plans.

See our [offer terms](#) and [phone and internet terms and conditions](#) for more detail.

The You Choose offer is only available to new residential customers who join Mercury for electricity and broadband services at the same address on a 2 year fixed term. The joining bonuses that can be chosen from as part of this offer are determined by the broadband plan chosen at the time of sign up. It is possible to upgrade to a different range of products by making an upfront top-up payment.

### Tier One Joining Bonus

Samsung 43" Smart TV (model UA43CU8500SXNZ)

Samsung 280L White Fridge/Freezer (model RB27N4020WW/SA)

Samsung 8kg Washing Machine (model WW80T4040CE/SA)

Samsung Jet 95 Pet Stick Vac (model VS20C9542TN/SA)

Samsung Premium Soundbar with Dolby Atmos (model HW-Q700C/XY)

Samsung Galaxy A54 5G Mobile Handset (model SM-A546EZXCNZ)

### Tier Two Joining Bonus (\$400 upfront top-up payment)

Samsung 55" Smart TV (model UA55CU8500SXNZ) + Samsung 2.1 Channel 200W Soundbar with Wireless Subwoofer (model HW-C450/XY)

Samsung 427L Fridge/Freezer (model RL40B4SBAB1/SA)

Samsung 9kg Washing Machine (model WW90T504DAW/SA)

Samsung Dishwasher (model DW60M6055FS/SA)

Samsung Bespoke Jet Vac (model VS20B95993B/SA)

Samsung M8 Smart Monitor (model LS32CM801UEXXY)

Samsung Galaxy S23 FE Mobile Handset (model SM-S711BZABXNZ)

### Tier Three Joining Bonus (\$700 upfront top-up payment)

Samsung 65" Smart TV (model UA65CU8500SXNZ) + Samsung 2.1 Channel 200W Soundbar with Wireless Subwoofer (model HW-C450/XY)

Samsung 655L side by side Fridge/Freezer (model RS62R5011M9/SA)

Samsung 488L French Door Fridge/Freezer (model RF48A4010M9/SA)

Samsung 8.5kg/6kg Washer Dryer Combo (model WD85T554DBW/SA)

Samsung 12kg Washing Machine (model WW12BB944DGH/SA)

Samsung 8kg Heat Pump Dryer (model DV80T5420AW/SA)

Samsung Galaxy S22+ Mobile Handset (model SM-S906EZXDXNZ)

Please note that due to global supply issues items are subject to availability and there may be delivery delays with Samsung products. The joining bonus will be ordered 5 working days from the date of your confirmation letter or email, or when the broadband and electricity services have both been connected with Mercury, whichever is later. We'll provide details on when to expect delivery.

Note: Customer may upgrade to fibre during the Term if available.

For more information [click here](#).

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## Routers

### Smart Modem 2

\$0<sup>††</sup>

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Wireless broadband services will require a wireless broadband router supplied by Mercury.

<sup>††</sup> A \$14.95 postage and handling charge applies.

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**Additional data charges**

Additional data packs are only available for capped wireless broadband plans and charged at \$10 for 10GB. Data packs are either automatically or manually applied. A one off 10GB data pack is automatically applied when the full monthly data allowance on your capped wireless broadband plan has been consumed (if no manual data packs have been added already, otherwise it will activate after the manually added data pack has been consumed). There is only one automatically applied data pack available per month. There are 4 manual data packs available for purchase per month for the capped wireless broadband plans. Data packs are available for use for 30 days from purchase.

We'll send you an email and/or text once you reach 80% of your monthly data allowance, and again once you reach 100%.

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**Set up charges**

You'll get a free standard connection. A postage and handling charge for your router will apply.

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**Other charges**

Naked broadband does not have a landline, so there will be no calling or additional phone charges.

Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc.

For more details please see our Phone and Internet Terms and Conditions [click here](#).

For your You Choose bundle, electricity (and gas, if applicable) charges will apply for your energy services.

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## Broadband performance

**Performance**

Actual speeds you experience are affected by many factors including the device you are using and its capabilities, the number of devices connected, your operating system and web-browser, and if you're connecting wirelessly to your router. For more information on factors that may influence your speed [click here](#).

As your plan uses a wireless connection, then factors such as the distance you are from a cell tower, the network capability and the overall use of that cell tower by other consumers can impact the speed experienced. For wireless broadband, you must use the router supplied by Mercury. This router is capable of providing the estimated peak time average speeds, subject to the other factors described above.

See [Measuring Broadband NZ](#) for independent information on broadband performance across different providers, plans and technologies. To view the latest reports [click here](#).

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**Access type**

Your access type will be wireless broadband.

For more information about the different access types and speeds [click here](#).

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## Other information

**Minimum contract period**

There is a 2 year Term for this Mercury electricity and broadband bundle offer. For more details [click here](#).

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**Early termination fee**

If you terminate or switch either electricity or broadband providers within the Term you'll need to pay an Early Termination Fee (this will be added to your next account). This Early Termination Fee varies depending on which joining bonus you receive as part of that offer, and will reduce by a set amount each month over the Term of your agreement as set out below. An Early Termination Fee is only payable once during the Term.

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<b>Tier One</b> (Free joining bonus)	<b>Tier Two</b> (with \$400 top up payment)	<b>Tier Three</b> (with \$700 top up payment)
Samsung 43" Smart TV - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 55" Smart TV with Samsung soundbar - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 65" Smart TV with Samsung soundbar - Month 1 exit fee \$960 reducing by \$40 per month
Samsung 280L Fridge/ Freezer - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 427L Fridge/ Freezer - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 655L side by side Fridge/Freezer - Month 1 exit fee \$960 reducing by \$40 per month
Samsung 8kg Washing Machine - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 9kg Washing Machine - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 488L French Door Fridge/Freezer - Month 1 exit fee \$960 reducing by \$40 per month
Samsung Jet 95 Pet Stick Vac - Month 1 exit fee \$960 reducing by \$40 per month	Samsung Dishwasher - Month 1 exit fee \$720 reducing by \$30 per month	Samsung 8.5/6kg Washer Dryer Combo - Month 1 exit fee \$960 reducing by \$40 per month
Samsung Premium Soundbar with Dolby Atmos - Month 1 exit fee \$960 reducing by \$40 per month	Samsung Bespoke Jet Vac - Month 1 exit fee \$960 reducing by \$40 per month	Samsung 12kg Washing Machine - Month 1 exit fee \$960 reducing by \$40 per month
Samsung Galaxy A54 5G Mobile Handset - Month 1 exit fee \$840 reducing by \$35 per month	Samsung M8 Smart Monitor - Month 1 exit fee \$840 reducing by \$35 per month	Samsung 8kg Heat Pump Dryer - Month 1 exit fee \$960 reducing by \$40 per month
	Samsung Galaxy S23 FE Mobile Handset - Month 1 exit fee \$840 reducing by \$35 per month	Samsung Galaxy S22+ Mobile Handset - Month 1 exit fee \$840 reducing by \$35 per month
For more details <a href="#">click here</a> .		

**Notice period  
(Termination)**

After the end of the fixed term, you can cancel your broadband plan at any time by giving us at least 5 working days' notice. You'll be responsible for any charges until your disconnection date. For information on our terms and conditions [click here](#).

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**Other requirements** Please note: The You Choose offer is not available in conjunction with any other offer.  
For more details [click here](#).

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**Traffic management** We reserve the right to manage traffic at peak times (for example, by limiting the speed at which you can download or upload content), to ensure all customers get the best possible experience even at busy times. Overall, this should have a positive benefit for our customers. If we make any changes to this policy which will have a material impact on you we will let you know.

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**Speed restrictions** If you have chosen a wireless broadband plan that is not a capped plan and your full monthly data allowance has been consumed, the maximum speeds for your wireless broadband plan will be reduced to 5Mbps until your monthly plan renewal date. Where your maximum speeds have been reduced, you will still be able to use your wireless broadband but you may experience some degradations (such as lower video resolution) when watching video, streaming or loading images. Your speeds may be less than 5Mbps during the period that your maximum speeds are reduced because of other factors that affect wireless broadband speeds.

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**Service restrictions** We have a service restriction policy in place which may influence your broadband performance. See clause 5.5 of the [phone and internet terms and conditions](#) for more details.

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**Fair use policy** No fair use policy applies.

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**Effects on other services** Your wireless broadband service requires mains electricity to operate. If electricity is not available (e.g. during a local electricity outage) then your wireless broadband, and any services which run over it, may stop working unless you have battery backup in your home.

This means services such as landlines, medical alarms, and security alarms may stop working. It is your responsibility to check with the provider of existing services to make sure they will operate under such circumstances. This may also mean you're unable to contact 111 in an emergency. We recommend having a charged mobile or alternative arrangement in place.

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**Complaints** At Mercury, we value customer feedback and take care to address complaints. Information about our process for customer complaints is available [here](#).

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**Disputes** Mercury is a member of the Telecommunications Disputes Resolution (TDR) scheme, a free independent service to help customers resolve broadband disputes. For more information about TDR, see their website [tdr.org.nz](#).

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**All prices quoted are inclusive of GST.**

All broadband prices and fees quoted on this page are inclusive of GST (if any).

This is an offer summary only. You can find the terms and conditions for this offer [here](#) and our phone and internet terms and conditions [here](#).