

12 MONTHS HALF PRICE BROADBAND OFFER TERMS & CONDITIONS



NEW CUSTOMERS

Effective date 24 February 2026

It's wonderful that you've decided to join Mercury. Here's everything you need to know about the offer. Lots of words, we know, but it's all the important stuff so grab a cup of tea and have a read!

1 THE OFFER

1.1 Pay half our standard broadband price, when you join Mercury on an eligible electricity and broadband bundle for a 1 year term.

2 ELIGIBILITY

2.1 This offer is provided by Mercury NZ Limited and is only available to new residential customers who:

- (a) sign up for electricity and an eligible wireless broadband, FibreClassic or FibreMax service together at the same address for a 1 year term;
- (b) are not existing Mercury customers; and
- (c) have not had their electricity or broadband services with Mercury NZ Limited within the last 12 months.

2.2 We are not obliged to provide you with services unless we accept your application. We can decide whether or not to accept any application and credit criteria may apply. This offer is not available in conjunction with any electricity or broadband offer. For more information, please call us on 0800 10 18 10.

2.3 The offer is not transferable or redeemable for cash.

3 CHANGES

3.1 This offer may be subject to change or expiry without prior notice.

4 APPLICATION

4.1 These offer terms and conditions (the "Offer Terms") are in addition to Mercury's General Residential Terms, Electricity and Piped Gas Terms, Phone and Internet Terms, and Privacy Policy, which also apply. To the extent of any inconsistency, these Offer Terms will take precedence and apply. Please see our website mercury.co.nz for full details.

5 TERM

5.1 This is a 1 year term (the "Term") for electricity and broadband. There is no term for gas, landline phone or mobile phone services.

6 TERM COMMENCEMENT

6.1 The Term starts at the point when both broadband and electricity services have been connected with Mercury (including any interim wireless broadband service), or at the end of any cooling-off period that applies to you, whichever is later.

7 INTERIM SERVICES

7.1 If you have chosen a fibre service and elected to take an interim wireless broadband service, you will pay wireless broadband prices until your fibre is connected. Once you are connected to your chosen fibre plan you will start to pay the applicable price for your chosen fibre plan.

8 CHANGES TO PRICING

8.1 All pricing will be subject to change at any time during the Term. You will be given notice of any change in accordance with Mercury's General Terms and Conditions for Residential Customers.

8.2 If you have electricity and either piped gas and/or LPG with Mercury at the same address (determined by Electricity and Gas registry data provided to Mercury), you will receive a 17.25 cent per day (inc GST) Dual Fuel Discount. The Dual Fuel Discount will be applied as a credit in the gas charges section of your bill each month. If you no longer have both electricity and either piped gas or LPG at the same address with Mercury, you will not receive the Dual Fuel Discount.

8.3 If during the Term you move to a different property, your energy pricing and Dual Fuel Discount may be different at your new property.

8.4 If during the Term you move to a different property, you must retain an eligible broadband service with us in order to remain eligible for this offer.

8.5 There are no upfront installation costs on standard fibre broadband installations if you're not already connected to fibre. If your home is more than 200m from where the fibre cable access point is on the street, or you need additional internal wiring, there may be an additional installation cost.

9 ROUTER REQUIREMENTS

- 9.1 If you choose a fibre service, you'll need to supply your own router. This router must meet the specifications for a router compatible with Mercury's fibre services. These specifications are available at mercury.co.nz/fibre-BYOD-specs. Using a non-compatible router means you may not be capable of receiving the stated speeds for Mercury's fibre services. You can choose to purchase a fibre router from Mercury, see mercury.co.nz/equipment-terms for details.
- 9.2 If you choose wireless broadband, you'll require a Mercury router for this service. The router supplied may be a refurbished device that has undergone thorough testing to ensure it meets our quality and performance standards. Mercury will provide this router to you as a free rental for the duration of your wireless broadband service (refer to clause 9.5)
- 9.3 When you receive the equipment from Mercury as a consumer, you have rights under the Consumer Guarantees Act 1993 (CGA) and the Fair Trading Act 1986 (FTA).
- 9.4 A \$14.95 postage and handling charge will apply for the delivery of all Mercury-issued routers.
- 9.5 Router Rental
- (a) Ownership: the router remains the property of Mercury, customers renting a router do not acquire ownership rights.
 - (b) Rental Fee: The router rental is free for all customers who require wireless broadband
 - (c) Return Policy: The router must be returned within 14 days of service cancellation or fibre upgrade. When your service ends, we'll send you a pre-paid courier return bag. Returns must include all accessories (power adapter, cables) and be in good condition, allowing for fair wear and tear.
 - (d) Damage & Loss: Charges may apply for missing accessories or damage beyond normal use. If the router is not returned, the replacement cost will be charged to your account.

10 YOUR BROADBAND PLAN AND PRICES

- 10.1 You'll pay half the standard broadband price for the offer Term, and pay Mercury standard rates after 12 months, as determined by your connection type and/or selected broadband speed.
- 10.2 The offer only applies to the monthly charge for your chosen plan. It does not apply to postage and handling charges or other charges such as calls, calling plans or additional services such as voicemail or wireless broadband additional data packs.

Eligible Service	Months 1-12	Standard Broadband Price
120GB (Capped) Wireless Broadband	\$34.50*	\$69*
300GB Urban Wireless Broadband	\$37.00*	\$74*
300GB Rural Wireless Broadband	\$69.50*	\$139*
1000GB Wireless Broadband (specific availability restrictions apply)	\$39.50*	\$79*
FibreClassic	\$49.50*	\$99*
FibreMax	\$57.50*	\$115*

Add Landline with:	Monthly Charge
Wireless Broadband	\$10*
Fibre	\$5*

*Prices are subject to change as set out in clause 8.1.

11 CHANGING YOUR BROADBAND PLAN DURING THE TERM

- 11.1 The following changes are not permitted during the Term:
- (a) Moving from FibreClassic or FibreMax to FibreLite.
 - (b) Wireless broadband customers are not able to change to FibreLite.

12 WIRELESS BROADBAND

- 12.1 This section 13 applies to customers who select a wireless broadband service.
- 12.2 Wireless broadband services are not available in all areas, or to all properties or customers within availability areas. In addition, the 1000GB plan is available only in limited areas proximate to cellphone towers. Please contact us or see our website to determine whether wireless broadband is available at your address.
- 12.3 If you have chosen a capped wireless broadband plan, any unused data from your monthly data allowance will not be carried forward to the following month.
- 12.4 Additional data packs are 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.
- 12.5 If you have chosen a wireless broadband plan that is not a capped plan, any unused data from your monthly data allowance will not be carried forward to the following month. Once 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 (see Mercury's Phone and Internet Terms for details).
- 12.6 You will be able to check on your data usage, but we are unable to show your data usage in real time. It is updated approximately every hour and, under normal conditions, will reflect usage up to 4 hours earlier. However, in some circumstances, such as when there are large numbers of users on the internet, it can sometimes take longer for your usage information to be updated, particularly at the end of your billing month. It is important that you take this into account when tracking your usage. Whilst we will use our best endeavours to notify you when you have used 80% of your data and 100% of your data, it is ultimately your responsibility to manage and monitor how many megabytes or gigabytes of data you have used.

13 TERMINATION CONSEQUENCES

- 13.1 If you cancel your electricity service or switch your electricity providers during the Term, from the next billing period you will lose any remaining months of your 12 month half price.

All prices and fees quoted are inclusive of GST.