

12 MONTHS HALF PRICE BROADBAND OFFER TERMS & CONDITIONS



EXISTING CUSTOMERS

Effective date 24 February 2026

It's wonderful that you've decided to take up a new offer with 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 add an eligible broadband service to your existing electricity service with Mercury for a 1 year term.

2 ELIGIBILITY

2.1 This offer is provided by Mercury NZ Limited and is only available to existing residential customers who are adding an eligible wireless broadband, FibreClassic or FibreMax broadband service at the same address.

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. Unless we tell you otherwise, this offer is not available in conjunction with any other 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 broadband. Under this agreement there is no term for electricity, gas, landline phone or mobile phone services.

5.2 If you switch or cancel your electricity before the end of the Term you will no longer receive the benefits under this offer. See Clauses 9 and 15 for more information.

6 TERM COMMENCEMENT

6.1 The Term starts at the point when your wireless broadband, FibreClassic or FibreMax broadband service has 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 ENERGY PRICING

8.1 On commencement of the Term, unless we tell you otherwise, your energy prices will be the prices that you are paying as a Mercury energy customer and if applicable, any discounts you are receiving under your existing energy agreement will continue to apply.

8.2 If, prior to accepting this offer, you had an energy agreement with Mercury, the terms of your existing energy agreement will continue to apply.

9 CHANGES TO PRICING

9.1 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.

9.2 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.

- 9.3 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.

10 ROUTER REQUIREMENTS

- 10.1 Customers who choose a fibre service can choose to receive a Mercury router, or to bring their own device, subject to the device meeting 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.
- 10.2 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 10.5).
- 10.3 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).
- 10.4 A \$14.95 postage and handling charge will apply for the delivery of all Mercury-issued routers.
- 10.5 Router Rental
- Ownership: the router remains the property of Mercury, customers renting a router do not acquire ownership rights.
 - Rental Fee: The router rental is free for all customers who require wireless broadband.
 - 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.
 - 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.

11 YOUR BROADBAND PLAN AND PRICES

- 11.1 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.
- 11.2 The offer only applies to the monthly charge for your chosen plan. It does not apply to 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 9.1.

12 CHANGING YOUR BROADBAND PLAN DURING THE TERM

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

13 WIRELESS BROADBAND

- 13.1 This section 13 applies to customers who select a wireless broadband service.
- 13.2 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.
- 13.3 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.
- 13.4 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.
- 13.5 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).
- 13.6 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.

14 TERMINATION CONSEQUENCES

- 14.1 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 months half price.

All prices and fees quoted are inclusive of GST.