



# Mercury Broadband - Unlimited Fibre Offer Summary – 5 July 2022

## Service Overview

### Service Description

Unlimited Fibre is a broadband service for residential customers.

The Unlimited Fibre plan we offer is "naked" fibre broadband – this is a fibre broadband connection without a home phone line. Unlimited Fibre is suitable for most households who have multiple connected devices and are online everyday learning, streaming, playing and working from home.

### Availability

Fibre Broadband is not available everywhere in New Zealand. 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 10 18 10.

Please note that Mercury does not support fibre installations. Customers must already have fibre broadband installed at their address.

If you select our Unlimited Fibre plan, you will also need to take electricity, or electricity and gas (dual fuel) services from us at the address where you have your Unlimited Fibre plan.

### Service Charges

Prices are current as at 5 July 2022 and are subject to change. To see current pricing please visit [mercury.co.nz/broadband](https://mercury.co.nz/broadband) or give our team a call on 0800 10 18 10.

### Mercury Broadband Charges

Charge	Monthly Data Allowance
\$79 per month	Unlimited

The service charge is subject to change on 30 days' notice.

Mercury may pro-rate our charges when you join (depending on the date you join), move, cancel, or if you switch between plans. See our [offer terms](#)<sup>6</sup> and our [standard broadband residential terms and conditions](#)<sup>7</sup> for more detail.

### Routers

Router Type	Standard Price	Eligible Fixed Term Price
Bring your own (BYO)*	\$0	\$0
Everyday Router	\$120	\$0
Ultimate WiFi 2-Pack	\$220	\$0
Ultimate WiFi 3-Pack	\$299	\$44

\*Please be aware that use of an incompatible router may degrade the performance of your broadband service.

A \$15 delivery charge applies if you choose a Mercury router.



### Eligible fixed term pricing details

Customers on an eligible fixed term plan can receive one of our Ultimate WiFi 2-pack routers included with their plan for \$0, or a 3-pack for \$44. Eligible fixed term plans are those where a customer is signing up to a new fixed term electricity or dual fuel plan and adding broadband or where a customer has an existing fixed term electricity or dual fuel plan that has 90 days or more remaining in the term and are adding broadband. Additional terms and eligibility criteria apply – see [offer terms](#)<sup>6</sup> for more details.

### Additional Data charges

With unlimited data broadband, there will be no additional data charges.

### Set up charges

Mercury does not charge additional setup charges.

## Broadband Performance

### Performance

Unlimited Fibre provides industry national peak time average speeds of 309mbps download and 110mbps upload ([Measuring Broadband NZ Autumn 2022 Report](#)<sup>1</sup>). See [Measuring Broadband NZ](#)<sup>2</sup> for independent information on broadband performance across different providers, plans and technologies.

Actual speeds you experience may be higher or lower than this and 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](#)<sup>3</sup>.

If you have a router supplied by Mercury, this router is capable of providing the industry national peak time average speeds, subject to the other factors described above. If you are using a router not supplied by Mercury, you may not be capable of receiving the stated speeds for Unlimited Fibre.

### Access Type

Your access type will be Fibre Broadband. For more information about the different access types and speeds [click here](#)<sup>4</sup>.

## Other Information

### Minimum Contract Period

Your Mercury Broadband plan term will be tied to the type of electricity or dual fuel plan that you currently have, or are signing up to. Customers can choose from (or will currently be on) either an open term, 1 year term or 2 year term plan for energy.

If you are on or select a Mercury open term electricity or dual fuel plan, or if you are on an existing Mercury fixed term electricity or dual fuel plan with less than 90 days remaining on the term, your broadband plan will be open term.

If you are on or select a Mercury electricity or dual fuel fixed term plan with 90 days or more remaining on the term, your broadband term will be a fixed term with the same amount of time remaining as your energy fixed term plan at the time you add broadband. For example, if you have 18 months remaining on your fixed term electricity plan when you add broadband, your broadband fixed term plan will be 18 months.

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<sup>1</sup> [comcom.govt.nz/\\_\\_data/assets/pdf\\_file/0022/285223/MBNZ-Autumn-2022-report-10-June-2022.pdf](https://comcom.govt.nz/__data/assets/pdf_file/0022/285223/MBNZ-Autumn-2022-report-10-June-2022.pdf)

<sup>2</sup> [measuringbroadbandnewzealand.com](https://measuringbroadbandnewzealand.com)

<sup>3</sup> [mercury.co.nz/blog/home/quick-tips-for-combating-slow-internet-speed](https://mercury.co.nz/blog/home/quick-tips-for-combating-slow-internet-speed)

<sup>4</sup> [tcf.org.nz/consumers/broadband/broadband-information/](https://tcf.org.nz/consumers/broadband/broadband-information/)



## Early Termination Fee

If you are on a fixed term broadband plan and have chosen a Mercury router, a broadband early termination fee will apply if you cancel your broadband before the end of your broadband term. See [offer terms](#)<sup>6</sup> for more details.

Router Type	Early Termination Fee
Bring your own (BYO)	\$0
Everyday Router	\$94
Ultimate WiFi 2-Pack	\$143
Ultimate WiFi 3-Pack	\$143

There is no broadband early termination fee if you bring your own router.

## Notice Period (termination)

You can cancel your broadband plan at any time by giving us at least 30 days' prior notice, unless we agree to a shorter notice period. You'll be responsible for any charges until your disconnection date and an early termination fee may apply if you are on a fixed term broadband plan.

## Fair Use Policy

No fair use policy applies to this plan.

## Service restriction and traffic management

We have a service restriction policy in place which may influence your broadband performance. We don't have a traffic management policy. See clause 5.7 of the [standard broadband residential terms and conditions](#)<sup>7</sup> for more details.

## Effects on other services

Your fibre broadband service requires mains power to operate. If power is not available (e.g. during a local power outage) then your fibre 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.

## Complaints

At Mercury, we value customer feedback and take care to address complaints. Information about our process for customer complaints is available [here](#)<sup>5</sup>.

## Disputes

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

## 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](#)<sup>6</sup> and our standard residential broadband terms and conditions [here](#)<sup>7</sup>.

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<sup>5</sup> [mercury.co.nz/help/contact-us/formal-complaints](https://mercury.co.nz/help/contact-us/formal-complaints)

<sup>6</sup> [mercury.co.nz/terms-conditions/residential/broadband-launch-offer-terms-and-conditions](https://mercury.co.nz/terms-conditions/residential/broadband-launch-offer-terms-and-conditions)

<sup>7</sup> [mercury.co.nz/terms-conditions/residential/standard-broadband-terms-and-conditions-for-residential-cust](https://mercury.co.nz/terms-conditions/residential/standard-broadband-terms-and-conditions-for-residential-cust)

