

WIRELESS BROADBAND 6 MONTHS FREE^{††} OFFER SUMMARY 7 MARCH 2024.

Service overview

Service description

Wireless broadband with optional landline service for residential customers.

The 6 Months Free Broadband offer is only available when bundled with an electricity service.

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 optional landline service connects you to the public phone network so you can make local, national, international and mobile calls. You can choose from a [variety of calling rates and toll-free calling packs](#).

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 on our [website](#) or by calling us on **0800 789 505**.

Service charges

Prices are current as at 7 March 2024 and are subject to change. To find out more about our current pricing give us a call on **0800 789 505**.

Broadband charges

Monthly data allowance	Charge - with landline on a 1 year bundled offer*	Charge - without landline on a 1 year bundled offer*
120GB Capped	\$0 per month for the first 6 months then \$79 per month**	\$0 per month for the first 6 months then \$69 per month**
300GB Urban [†]	\$0 per month for the first 6 months then \$84 per month**	\$0 per month for the first 6 months then \$74 per month**
300GB Rural [†]	\$0 per month for the first 6 months then \$149 per month**	\$0 per month for the first 6 months then \$139 per month**
1000GB [†] (Specific availability restrictions apply)	\$0 per month for the first 6 months then \$89 per month**	\$0 per month for the first 6 months then \$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](#) for more detail.

The 6 Months Free Broadband offer is only available to new residential customers who join Mercury for electricity and broadband services at the same address on a 1 year contract. Customers joining on this offer will receive the first 6 months of their chosen broadband plan at no charge.

Note: Customers cannot reduce their monthly data allowance during the term. Customers may upgrade to fibre during the Term if available.

View our [offer terms](#) for more information.

Routers

Smart Modem 2

\$0 ††

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

†† A \$14.95 postage and handling charge applies.

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%.

Set up charges

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

Other charges

If you have chosen our landline service, your local calls are free. Any calls made to national, international, mobile and 0900 numbers will be charged at their standard rate. We do have additional [calling packages](#) available.

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

For more details please see our [phone and internet terms](#).

Electricity (and gas, if applicable) charges will apply for your energy services.

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.

Find out more about [factors that may influence your speed](#).

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. You can also view the [latest reports](#).

Access type Your access type will be wireless broadband.
Find out more about the [different access types and speeds](#).

Other information

Minimum contract period There is a 1 year Term for this electricity and broadband bundle offer.
View our [offer terms](#) for more information.

Early termination fee There is a \$350 early termination fee if you terminate or switch either electricity or broadband providers within the Term. An early termination fee is only payable once during the Term.
View our [offer terms](#) for more information.

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.
View our [phone and internet terms](#) for more information.

Other requirements Please note: The 6 Months Free Broadband offer is not available in conjunction with any other offer.
View our [offer terms](#) for more information.

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.

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.

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](#).

Fair use policy No fair use policy applies.

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.

Complaints

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

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](#).

All prices and fees quoted are inclusive of GST (if any).

This is an offer summary only. View our [offer terms and conditions](#) and [phone and internet terms and conditions](#) for more information.