

FIBREMAX OFFER SUMMARY

7 MARCH 2024.

Service overview

Service description

FibreMax is a fibre broadband plan, with an optional landline service for residential customers.

This fibre plan is a standalone offer but can be bundled with an energy service to receive a \$15 broadband bundle discount.

When your house is connected to our network via a fibre optic connection, the throughput is both higher, and of a better consistency, than ADSL broadband. This means that fibre will deliver a faster speed.

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

Fibre broadband is not available everywhere in New Zealand. 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

Plan	Monthly data allowance	Charge - with landline	Charge - without landline
FibreMax	Unlimited	\$126 per month*	\$121 per month*

Receive a \$15 per month broadband bundle discount when you bundle with an energy service.

*The service charge is subject to change on 30 days' notice.
Mercury may pro-rate charges when you join (depending on the date you join), move, cancel, or if you switch between plans.
See our [phone and internet terms](#) for more detail.

Routers

Bring your own device (BYOD) [†]	eero 6+	eero 6+ (2-pack)	eero 6+ (3-pack)
\$0	\$120 ^{††}	\$240 ^{††}	\$360 ^{††}

[†] Please be aware that use of an incompatible router may degrade the performance of your broadband service.

^{††} Your eero router can be paid for over 24 months, in equal interest-free monthly instalments of \$5.00 per month, per router, including GST. A \$14.95 postage and handling charge applies.

Additional data charges

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

Set up charges

There is no upfront installation charge for standard fibre aside from router postage and handling. However, if your home is more than 200m from where the fibre cable access point is on the street, or you need additional in-house wiring installed, there may be an additional installation cost.

If you cancel your fibre services after the local fibre company has commenced the installation process, but before your services are live, charges may apply.

Find out more about the [installation process](#).

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.

As set out in "Set up charges" above, additional charges may apply for items such as non-standard installations and additional in-home technician work performed at the time of connection.

Electricity and gas (if applicable) charges will also 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](#).

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 Mercury's FibreMax service.

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 fibre broadband.

Find out more about the [different access types and speeds](#).

Other information

Minimum contract period

There is no minimum contract period on this plan.

Early termination fee

There is no early termination fee on this plan.

Notice period (Termination)

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**Broadband Bundle Discount**

To be eligible for the Broadband Bundle Discount you must sign up for a broadband plan, as well as receiving electricity and/or gas from Mercury.

Traffic management

Mercury customers on broadband plans are currently not shaped in any way.

From a connectivity point of view, unlimited data plans are treated in exactly the same way as limited or capped plans.

Generally, our peak traffic times are between 3:30pm and 11:00pm. Customers may experience congestion during these periods.

At peak times there may be congestion on the network however, we are always working to provide the best possible service we can.

We do, however, reserve the right to apply traffic management policies to customers on unlimited data plans should this become required in the future.

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 fibre broadband service requires mains electricity to operate. If electricity is not available (e.g. during a local electricity 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](#).

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