

OFFER SUMMARY for Lightwire Rural Fibre

SERVICE OVERVIEW

Service Description	Fibre broadband services (Fibre to the Home FttH)																			
Availability	Selected rural areas in Waikato and Bay of Plenty regions																			
Access Type	Fibre broadband. For more information about the different access types visit: https://www.tcf.org.nz/consumers/broadband/broadband-information/																			
Service Charge	Charge	Term	Access Profile	Monthly Data Allowance																
	\$89	Open	100/100 Mbps	Unlimited																
	\$99	Open	300/300 Mbps	Unlimited																
	\$129	Open	500/500 Mbps	Unlimited																
Additional Data Charges	No additional data charges apply. Unlimited data allowances.																			
Set Up Charge	Free standard installation (valued at \$2000) Free WiFi modem																			
Other Charges	<table><tr><th>Hardware / Repair</th><th>Cost</th></tr><tr><td>Truck roll</td><td>\$150</td></tr><tr><td>ONT Replacement</td><td>\$150</td></tr><tr><td>Duct Repair</td><td>\$400</td></tr><tr><td>Fibre Re-blow</td><td>\$150</td></tr><tr><td>Router Replacement</td><td>\$150</td></tr><tr><td>Mesh Unit Replacement</td><td>\$150</td></tr><tr><td>Renovation work – permanent or temporary repositioning</td><td>\$500</td></tr></table>				Hardware / Repair	Cost	Truck roll	\$150	ONT Replacement	\$150	Duct Repair	\$400	Fibre Re-blow	\$150	Router Replacement	\$150	Mesh Unit Replacement	\$150	Renovation work – permanent or temporary repositioning	\$500
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Renovation work – permanent or temporary repositioning	\$500																			
Data Plan Changes	Increases instantly; one decrease per month effective from 1st of next month.																			

OTHER INFORMATION

Minimum Contract Period	No minimum contract period required. Open term plans.
Early Termination Fee	No ETC apply. Open term plans.
Notice Period	30 days written notice via phone or email. Disconnection occurs on last calendar day of the month after notice.
Other Requirements	Provide reasonable access to Lightwire employees, its agents, its contractors or its representatives or its sub-contractors including any other carrier to undertake any and all work required for the commencement, operation, continuance and maintenance of Lightwire's Services and the Network. Lightwire will undertake this work by appointment and during reasonable working hours. In the event that Lightwire requires access at a time outside of reasonable hours then the Customer will be notified but access must be provided to Lightwire. No elements of our Network are to be interfered with, altered, or removed. This concerns elements both inside and outside the dwelling and within the inside boundary area. If this does occur a charge will be in place for repair work. This includes, but not limited to, the: ONT and it's power supply, ETP (External Termination Point), Ducting Fibre, Fibre connections, Time and materials.
Traffic Management	Lightwire does not apply routine traffic management.
Service Restrictions	Subject to network coverage. Some service restrictions apply to consumers: • We block sites on the Digital Child Exploitation Filtering System. • We are selective in publicly accessible IP addresses as a result of Carrier Grade Network Address Translation • We selectively block SMTP traffic (in and outbound) as these services are often used for sending spam. • We selectively block inbound DNS or certain types of email traffic
Acceptable Use Policy	Read our Acceptable Use Policy here: https://www.lightwire.co.nz/terms-and-conditions
Effects on Other Services	Your broadband service requires mains power to operate. If power is not available (e.g. during a local power outage) the broadband, and any services which run over it, may stop working unless you have battery backup in your home. Your Lightwire VoIP voice service will stop working if there is a problem with your broadband service. This would

	prevent you from using it to make calls to emergency services. You should check with the provider of existing services such as fax, security alarms, medical alarms, EFTPOS, payTV connections to make sure they will operate with this service.
Complaints	Lightwire has a Customer Care Policy. You can find out more on the complaints process here: www.lightwire.co.nz/customer-care-policy
Disputes	Lightwire is a member of the TDR Scheme: www.tdr.org.nz
Other Information	All prices quoted include GST. This document is a summary only. Lightwire full terms: https://www.lightwire.co.nz/terms-and-conditions Lightwire Fibre to the Home (FttH) End User Terms and Conditions https://www.lightwire.co.nz/wp-content/uploads/Lightwire-Terms-and-Conditions_Rural-Fibre-April-24.pdf The download and upload speeds shown are the access profiles set by Lightwire. They represent the line's maximum potential, not the typical speeds you may experience. For independent information on actual broadband performance, see Measuring Broadband NZ.

BROADBAND PERFORMANCE INFORMATION

Independent Info	See Measuring Broadband NZ for independent broadband performance comparisons: http://www.measuringbroadbandnewzealand.com/
Factors Affecting Performance	• Equipment setup • WiFi interference • Hardware and Software age • Home wiring and jack points • Power outages • Network congestion, especially at peak times. Wi-Fi set-up in your home • Device capability (e.g. older computers or routers may limit throughput) • The type of content or applications you are using

