

## BROADBAND PRODUCT DISCLOSURE - OFFER SUMMARY

To allow Consumers to more easily compare Broadband Plans, Parties must provide a summary of information for each Broadband Plan, called an 'Offer Summary'.

### Template

The below template is to be used in accordance with Section C of the TCF Broadband Product Disclosure Code.

#### OFFER SUMMARY for *BSP + Plan/Package Name*

Service Overview		
<b>Service Description</b>	<i>Brief summary of what this Broadband Plan includes.</i>	
<b>Availability</b>	<i>Include limitations on availability such as geographic or technology related coverage.</i>	
<b>Service Charge</b>	<b>Charge</b>	<b>Monthly data allowance</b>
	<i>\$XX per month</i>	<i>XXGB</i>
	<i>\$XX per month</i>	<i>XXGB</i>
	<i>\$XX per month</i>	<i>XXGB</i>
	<i>You may write any special conditions relating to pricing here, rather than in the Other Information section below. E.g. any variation based on region, date pricing effective from.</i>	
<b>Additional Data Charges</b>	<i>XXGB and XXGB plans</i>	<i>\$X.00 per GB (price once data allocation reached)</i>
	<i>XXGB and XXGB plans</i>	<i>\$X0.0 per GB (price once data allocation reached)</i>
	<i>Information about the data allowance billing cycle and the costs and/or implications for the customer if they exceed the monthly data allowance.</i>	
<b>Set Up Charge</b>	<i>Summary of any set up charges that apply. Also reference 'Other Charges' if applicable.</i>	

Broadband Performance	
<i>Include the required Broadband Performance Information and Metrics here from the Broadband Testing Methodology document once this is available from the TCF. As at 2016 this is still in development.</i>	
<b>Access Type</b>	<i>As at 10 December 2013 the agreed list of access types was as follows:</i>
	<ul style="list-style-type: none"> <li>• Copper ADSL</li> <li>• Copper VDSL</li> <li>• Fibre</li> <li>• Cable</li> </ul>
	<i>This list will be reviewed and updated from time to time and published on the TCF website.</i>

Other Information	
<b>Minimum Contract Period</b>	<i>State the minimum contract term/s that applies.</i>
<b>Early Termination Fee</b>	<i>State the cost/formula associated with early termination of the contract.</i>
<b>Notice period</b>	<i>State the notice period the Customer is required to comply with.</i>
<b>Other Requirements</b>	<i>State any other requirements associated with the plan. For example, whether the Broadband Plan requires Customers to also have other services such as landline and tolls with the BSP and other (full) terms and conditions that apply. .</i>
<b>Traffic Management</b>	<i>Provide a brief statement about your traffic management policy. E.g. We have a traffic management policy in place which may influence your broadband performance at busy times. See [insert link].for more details</i>

<b>Fair Use</b>	<i>Provide a link to your Fair Use Policy.</i>
<b>Effects on other services</b>	<p><i>Provide information about the possible effect the Broadband Plan may have on services which rely on a fixed line connection to function. E.g. Operation of voice services, medical alarms, monitored security alarms, payTV on demand services;</i></p> <p><i>If a voice service is provided as part of the Broadband Plan, and where that voice service relies on the underlying broadband service to function, advise that the voice service will not be available in the event of a broadband service interruption. Advise that the voice service will not be available during a power outage unless the Consumer has a battery back-up service in their home. Include an explicit statement that they will not be able to make calls to emergency services in the event that the voice service is not available.</i></p>
<b>Other charges</b>	<i>e.g. Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc. For more information visit [insert link]</i>
<b>Disputes</b>	<i>Statement about the status of your Telecommunication Dispute Resolution scheme membership. i.e. BSP name is/is not a member of the Telecommunication Dispute Resolution scheme <a href="http://www.tdr.org.nz">www.tdr.org.nz</a>.</i>

*State that prices quoted are inclusive of GST.*

*Advise that this document is a summary only and where full legal terms and conditions for the Broadband Plan can be found.*

## Example Offer Summary

The below is an example of how the Offer Summary might look once completed by a Broadband Service Provider in accordance with Section C of the TCF Broadband Product Disclosure Code.

<b>LOGO</b> <b>Exampnet's Residential Home Broadband Packages</b> <b>OFFER SUMMARY</b>		
<b>SERVICE OVERVIEW</b>		
<b>Service Description</b>	Broadband rental, Home Phone line and unlimited local calls. Free premium services: Yahoo! Email and McAfee security suite.	
<b>Availability</b>	Broadband not available everywhere. See coverage map for details [link]	
<b>Service Charge</b>	<b>Charge</b>	<b>Monthly data allowance</b>
	<b>\$70* per month</b>	<b>15GB</b>
	<b>\$80* per month</b>	<b>50GB</b>
	<b>\$90* per month</b>	<b>150GB</b>
	<b>\$110* per month</b>	<b>500GB</b>
* Prices stated are for most of Auckland, Wellington and Christchurch suburbs. Outside of these areas, add \$8 per month. Prices are current as at [date] and are subject to change. To see current pricing please see our <a href="#">home broadband packages</a> [link].		
<b>Additional Data Charges</b>	<b>15GB and 50GB plans</b>	<b>\$1.20 per GB</b> once you have [used or reached?] your allocated data allowance
	<b>150GB and 500GB plans</b>	<b>\$0.70 per GB</b> once you have [used or reached?] your allocated data allowance
	If you prefer, you can choose to limit your speed once you reach your monthly allowance and you'll never pay any extra for data.	
<b>Set Up Charge</b>	<b>Open term contract</b>	Standard Broadband connection fee of \$99 applies and you will have to provide your own modem.
	<b>12 month contract</b>	Free wireless modem and a free standard connection.
	See 'Other Charges' for additional setup charges which may apply	

<b>BROADBAND PERFORMANCE INFORMATION</b>	
<b>Access type</b>	<b>Copper ADSL</b> For more information about the different access types visit our website [link] For an estimate of the DSL speed on your line visit [link]

<b>OTHER INFORMATION</b>	
<b>Minimum Contract Period</b>	You can choose from either: <ul style="list-style-type: none"> <li>• <b>Open term</b>; or</li> <li>• <b>12 month term</b></li> </ul>

<b>Early Termination Fee</b>	If your service is disconnected prior the completion of the minimum contract period, you will be charged an early termination fee of up to \$190. More details here: [link]
<b>Notice period</b>	One month's minimum payment applies to our Home packages and calling plans
<b>Other Requirements</b>	Our Home Packages require you to have all your broadband, landline and toll calling with Examplenet. Examplenet Home Package, Broadband and Residential terms and conditions apply.
<b>Traffic Management</b>	<i>We have a traffic management policy in place which may influence your broadband performance at busy times. See [insert link] for more details</i> [link]
<b>Fair Use</b>	Read our broadband plan Fair Use policy here: [link]
<b>Effects on other services</b>	<p><b>Effects on other services</b></p> <p>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.</p> <p>Your Examplenet 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.</p> <p>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.</p>
<b>Other charges</b>	<p>A broadband wiring charge of \$199 may apply if, for example, you have an alarm or more than five phone jack-points in use.</p> <p>Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc. For more information visit [link]</p>
<b>Disputes</b>	<p>Information about our customer complaints process is available here: [link].</p> <p>Examplenet is not currently a member of the Telecommunication Dispute Resolution scheme - <a href="http://www.tdr.org.nz">www.tdr.org.nz</a>.</p>

All prices quoted are inclusive of GST.

This is a summary only. The full legal terms and conditions for this plan are available at [link]