BROADBAND PRODUCT DESCRIPTION TEMPLATE

The below template is to be used in accordance with TCF Product Disclosure Code. Content of the template may be amended to reflect the structure of the RSPs' specific Broadband Plans.

PRODUCT DESCRIPTION for *RSP + Plan Name(s)*

Service Overview			
Service Description	*Brief summary of what this Broadband Plan(s) includes.*		
Availability	*Include limitations on availability such as geographic or technology related coverage.*		
Standard Service Charge	**Plan**	**Charge**	**Monthly data allowance**
	Plan name	*$XX per month*	*XX GB / Unlimited*
	Plan name	*$XX per month*	*XX GB / Unlimited*
	Plan name	*$XX per month*	*XX GB / Unlimited*
	You may write any special conditions relating to pricing here, rather than in the Other Information section below. E.g. any variation based on region, date pricing effective from.		
Additional Data Charges	**Plan**	**Fee description**	
	Plan name	*$X0.0 per GB (price once data allocation reached)*	
	Information about the data allowance billing cycle and the costs and/or implications for the Consumer if they exceed the monthly data allowance.		
Set Up Charge	*Summary of any set up charges that apply. Also reference 'Other Charges' if applicable.*		
Other charges	*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]*		
Average Monthly Price*	**Plan**	**Average Monthly Price**	
	Plan name	*$XX per month*	
	Plan name	*$XX per month*	
	Plan name	*$XX per month*	
	[only required to be included if higher than service charge]		

* The Average Monthly Price is the average monthly equivalent price, taking into account how much you would pay in total over the first 12 months, where that is higher than the advertised price. The amount you actually pay each month will depend on the options you choose and when they are charged. The Average Monthly Price is calculated based on regular plan fees, any mandatory charges and discounts that apply. The price is helpful for comparing plan prices. Postage and optional charges are excluded.

Broadband Performance
Example wording: *See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies".* [link to the Commerce Commission's MBNZ consumer dashboard.]
Broadband performance can be affected by many factors and the broadband speeds you experience could be different. For more information about this visit [insert link]

Access Type	**Plan**	**Access Type**
	Plan name	*Access type*
	For more information about the different access types visit [insert link]	
	[For DSL access technology: For an estimate of the DSL speed at your premise visit [insert link]	

Other Information	
Minimum Contract Period	*State the minimum contract term/s that applies.*
Early Termination Fee	*State whether an early termination fee applies, and where to find the details. Where relevant, include the ETF details in this section of the table, at the bottom of the product description, or link to a page which clearly sets out the charges.*
Notice period	*State the notice period the Consumer is required to comply with.*
Other Requirements	*State any other requirements associated with the plan. For example, whether the Broadband Plan requires Consumers to also have other services such as landline and tolls with the RSP and other (full) terms and conditions that apply.*
Traffic Management	*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*
Service Restrictions	*Provide a brief statement about your service restrictions. E.g We have some service restrictions which may impact certain types of Consumers. See [insert link statement (see below example)] for more details.*
Fair Use	*Provide a link to your Fair Use Policy.*
Effects on other services	*Provide information about the possible effect the Broadband Plan may have on services which rely on a broadband connection to function. E.g. Operation of voice services, medical alarms, monitored security alarms, payTV on demand services;* *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.*

Complaints	*Parties must include reference to their own Customer complaints process.*
Disputes	*Parties who are members of the Telecommunication Dispute Resolution (TDR) Scheme they must disclose that information, and include a link to the TDR website (www.tdr.org.nz). If a Party is not a member of the TDR Scheme then they must provide information on how a Customer may raise a dispute through the Disputes Tribunal.*
Other Information	*Anything else relevant to the Consumer in considering purchase of the service.*

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.

PRODUCT DESCRIPTION TEMPLATE (EXAMPLE POPULATED)

LOGO

Examplenet's Residential Home Broadband Plans

PRODUCT DESCRIPTION

PRODUCT DESCRIPTION for *RSP + Plan Name(s)*

Service Overview			
Service Description	*Broadband and optional home phone services*		
Availability	*Broadband is not available everywhere. To see what services are available at your address you can visit [link]*		
Standard Service Charge	**Plan**	**Charge**	**Monthly data allowance**
	Fibre Low	$70 per month	120GB
	Fibre Mid	$80 per month	Unlimited
	Fibre High	$90 per month	Unlimited
	4G Wireless	$75 per month	Unlimited
	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.		
Additional Data Charges	**Plan**	**Fee description**	
	Fibre Low	$1.00 per GB (price once data allocation reached)	
	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.		
Set Up Charge	*You must purchase a modem from us for $150.* *A one-off $14.95 postage fee applies to send you the modem.* *See 'Other Charges' for additional setup charges, which may apply.*		
Other charges	*A landline can be purchased in addition to the plan for a monthly charge of $10*		
Average Monthly Price*	**Plan**	**Average Monthly Price**	
	Fibre Low	$82.50 per month	
	Fibre Mid	$92.50 per month	
	Fibre High	$102.50 per month	
	4G Wireless	$87.50 per month	
	[the average monthly price in this instance is calculated by adding together the mandatory modem purchase price plus 12 months' worth of standard service charges and dividing that by 12]		

* The Average Monthly Price is the average monthly equivalent price, taking into account how much you would pay in total over the first 12 months, where that is higher than the advertised price. The amount you actually pay each month will depend on the options you choose and when they are charged. The Average Monthly Price is calculated based on regular plan fees, any mandatory charges and discounts that apply. The price is helpful for comparing plan prices. Postage and optional charges are excluded.

BROADBAND PERFORMANCE INFORMATION	
	See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies". [link to the Commerce Commission's MBNZ consumer dashboard.] Broadband speeds can be affected by many factors. For more information about this visit [insert link]

Access Type	**Plan**	**Access Type**
	Fibre Low	Fibre
	Fibre Mid	Fibre
	Fibre High	Fibre
	4G Wireless	Fixed Wireless
	For more information about the different access types visit https://www.tcf.org.nz/consumers/broadband/broadband-information/	
	For an estimate of the DSL speed on your line visit [insert link]	

OTHER INFORMATION	
Minimum Contract Period	You can choose from either: ● **Open term**; or ● **12 month term**
Early Termination Fee	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]
Notice period	One month's minimum payment applies to our Home packages and calling plans
Other Requirements	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.
Traffic Management	*We have a traffic management policy in place which may influence your broadband performance at busy times. See [insert link] for more details* [link]
Service restrictions	*We have some service restrictions which may impact certain types of Consumers. See [insert link statement] for more details*
Fair Use	Read our broadband plan Fair Use policy here: [link]
Effects on other services	**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 Example net 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	Information about our customer complaints process is available here: [link].
Disputes	Examplenet is currently a member of the Telecommunication Dispute Resolution scheme - www.tdr.org.nz.
Other Information	Anything else relevant to the Consumer in considering purchase of the service.

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]

EXAMPLE TRAFFIC MANAGEMENT AND SERVICE RESTRICTION POLICY STATEMENTS:

Example Traffic Management Policy Statement

- We may slow down peer-to-peer file sharing traffic during the hours of 4pm and 1am.
- Our ISP TV service is prioritised at all times so you get the best service experience possible.
- [We take our legal obligations seriously and comply with any laws which require us to manage traffic.]

Example Service Restriction Policy Statement

- We block sites on the Digital Child Exploitation Filtering System.
- We block sites which we believe to be offering or promoting copyrighted material or which are offering or promoting adult (e.g. pornographic) material.
- We block sites which contain terrorist or violent extremist content.
- We use Carrier Grade Network Address Translation (Carrier Grade NAT) technology in our network meaning that your IP address will not be publicly accessible.
- We block both inbound and outbound SMTP traffic as these services are often used for sending spam.
- [We take our legal obligations seriously and comply with any laws which require us to restrict services available to our customers.]