

MOBILE 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 Mobile Plans.

PRODUCT DESCRIPTION for RSP + Plan Name(s)

Service Overview				
Service Description	Brief summary of what this Mobile Plan(s) includes.			
Availability	Include link to existing coverage maps			
Standard Service Charge	Plan	Charge	Period	Data allowance
	Plan name	\$XX	[per week/month/year] [(prepaid)]	XX GB / Unlimited
	Plan name	\$XX	[per week/month/year] [(prepaid)]	XX GB / Unlimited
	Plan name	\$XX	[per week/month/year] [(prepaid)]	XX GB / Unlimited
	You may write any special conditions relating to pricing here, rather than in the Other Information section below. E.g. consequence of exceeding the data allowance, such as reduced speeds .			
Additional Charges	State whether additional usage charges may apply, and where to find more information, if any [e.g. link to a pricing page]			
Setup Charge	Information on any setup or upfront charges, e.g. an account setup fee			
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.

Factors That May Impact Performance

List factors that may affect the subscriber's performance

Example wording for mobile: "Your ability to connect to the network may vary depending on your exact location, the phone (or device) being used, whether you are moving, network factors (such as the number of users simultaneously using a mobile tower), and your environment (e.g. vegetation, buildings and even the weather)."

Example wording for satellite (if included with the mobile plan): "Mobile Satellite service requires line of sight to the sky, with an eligible phone, SIM, and plan. Text and data only. Includes person-to-person SMS messages to NZ and Australia numbers and data on selected satellite-ready apps only. App functionality and speeds may

vary. Casual rates apply for text messages to international numbers, premium short codes and MMS (e.g. picture messaging). Paid extras/add-ons may apply. Terms and conditions and fair use policy apply.”

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 eligibility criteria requires a customer to also have a specific plan on their account.
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 mobile data 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.
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 Mobile Plan can be found.

PRODUCT DESCRIPTION TEMPLATE (EXAMPLE POPULATED)

LOGO Exemplenet's Residential Mobile Plans PRODUCT DESCRIPTION

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

Service Overview				
Service Description	Mobile plan offering voice, texting and data.			
Availability	To see where service is available, view our network coverage map [link]			
Standard Service Charge	Plan	Charge	Period	Monthly data allowance
	1GB Endless Plan	\$40	per month	1GB then endless data
	10GB Endless Plan	\$60	per month	5GB then endless data
	100GB Endless Plan	\$80	per month	100GB then endless data
	Unlimited Data Plan	\$120	per month	Unlimited
	Endless data is data at reduced speeds.			
	Mobile satellite included in the Unlimited Data Plan only.			
Additional Charges	Plan	Fee description		
	All plans	See our price list for costs of picture messaging, international calling and other charges [link]		
Set Up Charge	None			
Average Monthly Price*	Plan	Average Monthly Price		
	1GB Endless Plan	\$40 per month		
	10GB Endless Plan	\$60 per month		
	100GB Endless Plan	\$80 per month		
	Unlimited Data Plan	\$120 per month		

* 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.

Factors That May Impact Performance	
	<p>Your ability to connect to the network may vary depending on your exact location, the phone (or device) being used, whether you are moving, network factors (such as the number of users simultaneously using a mobile tower), and your environment (e.g. vegetation, buildings and even the weather)</p> <p>Mobile Satellite service requires line of sight to the sky, with an eligible phone, SIM, and plan. Text and data only. Includes person-to-person SMS messages to NZ and Australia numbers and data on selected satellite-ready apps only. App functionality and speeds may vary. Casual rates apply for text messages to international numbers, premium short codes and MMS (e.g. picture messaging). Paid extras/add-ons may apply. Terms and conditions and fair use policy apply.”</p>

OTHER INFORMATION	
Minimum Contract Period	<p>You can choose from either:</p> <ul style="list-style-type: none"> • Open term; or • 12 month term
Early Termination Fee	An early termination applies to this plan. See more details here: [link]
Notice period	One month's minimum payment applies to our mobile plans
Other Requirements	None
Traffic Management	We have a traffic management policy in place which may influence your mobile data 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 mobile Fair Use policy here: [link]
Complaints	Information about our customer complaints process is available here: [link] .
Disputes	Exampenet 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 video streaming traffic during the hours of 4pm and 1am.
- 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, and sites used by scammers.

- 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.