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MOBILE COVERAGE MAP INFORMATION

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DESCRIPTIONS (IN PROXIMITY TO MAP e.g. underneath)

Good: You can generally expect a reliable connection for making calls, sending texts, and using data.*

Moderate: Your network experience is expected to be between 'Good' and 'Limited'. Your actual experience may vary within this range.*

Limited: Calls, texts and basic data can work but you are more likely to have trouble staying connected and experience slower speeds.*

***Other factors can affect your ability to connect to the network**

The coverage levels shown are indicative of outdoor coverage. 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).

[If General Coverage Information is not directly below this text: For further information see General Mobile Coverage Map Information [hyper link]]

GENERAL MOBILE COVERAGE MAP INFORMATION (ON SAME PAGE AS MAP)

- The mobile coverage map indicates the areas where you are expected to have the ability to connect to a mobile network when outdoors. It is based on technical data to predict where it should be possible to connect to the network and where indicated, to estimate how good that connection could be.
- The map provides general guidance on where the [name] network and outdoor coverage are available. It does not guarantee that you will be able to connect or that you will experience the predicted quality of connection.
- The coverage map does not apply if you are indoors. If you are indoors, the building construction and your location within the building may also affect your experience. For example, you are more likely to have difficulty connecting to the network or a poor experience if you are inside a building with thick walls and few windows, or in a basement.

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- The mobile coverage map does not apply to phones (or devices) that are not properly configured or that are incompatible with New Zealand mobile networks. For the best experience, your phone (or device) must be fully compatible with our network. It is especially important to check if your phone (or device) was purchased second hand or refurbished, purchased overseas, through an international website, or was not purchased from a New Zealand network provider.
- To connect to our 4G and 5G networks, you need to have a phone (or device) compatible with our 4G/5G network, be in an area with 4G/5G coverage, and have an appropriate mobile plan.

[Optional:] [Providers can include additional information on their mobile coverage maps as they feel appropriate such as information related to 3G network shutdown, information on how to find whether a device is compatible etc]