

# **FREEDOM INTERNET**

## **CRITICAL INFORMATION SUMMARY**

### **NEW ZEALAND PLANS**

#### **INFORMATION ABOUT THE SERVICE**

Freedom Internet is a Fibre Speed Internet Service which uses its FTTB (fibre-to-the-basement) and wireless radio networks to deliver high-speed Internet connectivity to your building. For all internet plans offered, no bundling of telephony or other services is required.

#### **MINIMUM CONTRACT TERM**

Freedom Internet plans are available on a 6 month contract or on a no lock-in contract basis. A 6 month contract gives access to a \$0 setup and \$10 monthly loyalty discount.

#### **EQUIPMENT REQUIRED**

Depending on your location and whether you wish to use our limited-data plans with any third-party device such as a gaming console or smart TV, you may require a pre-configured Wi-Fi router at your premises. All pre-configured routers are available for \$98. Freedom Internet will only support Freedom provided pre-configured routers. Please contact our Customer Service team on +64 9 281 2970 to check whether you will require a router.

#### **SERVICE AVAILABILITY**

The service is only available for residents or guests in selected residential buildings and resorts. Not for resale. For residential and personal use only.

#### **INTERNET SPEED**

Freedom's service provides symmetrical speeds of up to 100Mbps (for more information see "Broadband Speeds" below).

#### **DATA PLANS**

- You can choose one of the following data plans (conditions apply):
  - Unlimited "Loyalty" monthly - 6 month contract
  - Unlimited monthly – no contract
  - 80GB monthly
  - Unlimited – 7 days (available to selected buildings only)

**Freedom Internet – This is a summary only. For further information, see our [Terms & Conditions](#).**

- Unlimited – 24 hours (available to selected buildings only)
- You may need a compatible high performance pre-configured Wi-Fi router in order to use these plans.

## BROADBAND SPEEDS

Broadband speeds vary due to a number of factors, including:

- Type of technology available at your address
- Network capacity
- Set up at your apartment (such as location of your modem and how the internet is used in your apartment)
- Whether your device is connected by Wi-Fi rather than Ethernet cable

## ACTIVATION

At the time of activation one of the data points in your apartment will become Ethernet active. Standard activation enables the service to network Boundary Point (data point) at your premises.

## USAGE INFORMATION

Customers can obtain information on their Broadband usage at <https://myaccount.freedominternet.org>.

## BILLING

We will bill you in advance for the minimum monthly charge. When signing up online your first month of monthly charges will be charged in advance. This upfront payment will be applied to your first monthly bill. Your credit/debit card will be charged every 30 days from the date of your plan activation.

If you choose to pay your subscription by direct debit and a direct debit on the payment date is unsuccessful, we will reattempt the direct debit for up to 5 business days until the payment is successful.

## INFORMATION ABOUT PRICING (ALL PRICES INCLUDE GST)

<b>FREEDOM INTERNET</b>	Price (inc. GST)	Cost 1M Data	Currency	Billing Frequency	Minimum Term	Contract	Termination Fee	Total Minimum Cost (inc. GST)
<b>Unlimited (Loyalty)</b>	\$77.00	N/A	NZD	Monthly	6 Month Contract	Yes	\$199	\$462 + \$98 Modem Cost = \$560**
<b>Unlimited</b>	\$87.00	N/A	NZD	Monthly	30 Days	No	\$0	\$87 + \$98 Modem Cost = \$185**
<b>80GB</b>	\$79.00	\$0.001	NZD	Monthly	30 Days	No	\$0	\$79 + \$98 Modem Cost = \$177**
<b>Unlimited*</b>	\$29.95	N/A	NZD	One-off	7 Days	No	\$0	\$29.95
<b>Unlimited*</b>	\$9.95	N/A	NZD	One-off	24 Hours	No	\$0	\$9.95

\*Plans available in selected buildings only.

\*\*\$98 Modem fee not applicable to all buildings.

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Summary valid as of 30 April 2019.

**PRICING CONTINUED – ADDITIONAL PRODUCTS & SERVICES (GST INCL)**

<b>FREEDOM INTERNET</b> Products	Description of Products	Price (inc. GST)	Currency	Billing Frequency	Minimum Term	Contract	Termination Fee	Minimum Cost
Plus Modem	MikroTek Premium Router	\$98.00	NZD	One-off	N/A	No	\$0	\$98

**EARLY TERMINATION CHARGE & OTHER CHARGES**

If your Freedom 6 month contract plan is cancelled before your minimum term has ended, you'll need to pay an Early Termination Charge (ETC) of \$199 or the lesser of the plan fee multiplied by the months remaining applies while in contract before your subscription can be cancelled.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. You will be given fair notice before this happens.

**PAYMENT METHOD**

Accepted payments by VISA or Mastercard. For details see our website.

**LATE PAYMENT**

If you do not pay your fees in full and on time, we may either: suspend or terminate the use of your service and/or charge you interest on such amount owing at the rate of 5% per annum with such interest applying from the date it was due until the date of actual payment.

**HOW TO CHANGE/CANCEL YOUR PLAN**

If you subscribe to one of our plans via our Internet Subscription Service, you will be billed for your selected plan every billing cycle and you are required to pay the Services with your preferred payment option until your Internet Subscription service is cancelled. In accordance with our Ts and Cs, you may update your billing details, change or cancel your plan by logging into your account at <https://myaccount.freedominternet.org>, if available, or by calling our Customer Services team at NZ: +64 9 281 2970.

If you cancel your subscription part way through a billing period and you have any remaining data, you will be able to continue using the remaining data in that billing period until your data runs out or the billing period expires.

If you are subscribed to a 6 month contract plan and would like to cancel, you must call our Customer Service team on +64 9 281 2970. If you would like to cancel before your minimum contract term has ended, you will need to pay an Early Termination Charge before your subscription can be cancelled.

No pro-rata credits or refunds are offered for cancelling accounts. Please bear this in mind if you need to cancel your service.

**CUSTOMER SERVICE**

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We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, chat to us on our website, email us at [support@freedominternet.org](mailto:support@freedominternet.org) or call our Customer Service team on +64 9 281 2970. They are available 24/7, 7 days a week.

## COMPLAINTS HANDLING

If you have a dispute with Freedom and wish to make a complaint, please call our Customer Service team on +64 9 281 2970 or email [support@freedominternet.org](mailto:support@freedominternet.org).

If you are not satisfied with the way Freedom Internet handles your complaint at the first instance, you can request the complaint be escalated to a senior representative who will review your complaint and the way it was handled.