



This document is a summary only and Slingshot Wireless Broadband terms and conditions can be found online [www.slingshot.co.nz/terms](http://www.slingshot.co.nz/terms)

## OFFER SUMMARY

### NAKED 4G UNLIMITED WIRELESS BROADBAND

#### SERVICE OVERVIEW

<b>Service description</b>	Unlimited Naked 4G Wireless Unlimited Broadband. The service connects your home to the network via a 4G wireless mobile connection.		
<b>Availability</b>	4G Wireless Broadband is not available everywhere. Wireless Broadband service 4G Unlimited plan is only available in selected 4G coverage areas with sufficient network capacity. Enter your address into our <a href="#">address checker</a> , to see if 4G Fixed Wireless Broadband is available at your address.		
<b>Fixed Wireless (4G)</b>	<b>Monthly Charge</b>	<b>Billing Frequency</b>	<b>Monthly Data Allowance</b>
Average peak speed 33Mbps / 16Mbps *	\$60	Monthly	Unlimited**
	Prices are current as at 1 September 2022 and are subject to change. To see current pricing please see our <a href="#">Broadband plans page</a> . <i>*Average download/upload speeds with compatible modem at busy times (MBNZ Autumn 2023). Experienced speeds may be higher or lower than this, <a href="#">Learn more</a>.</i> <i>**Subject to Fair Use Policy.</i>		
<b>Modem</b>	<b>New modem option</b> Modem rental included in your 4G Wireless Broadband Plan (\$14.95 postage and packaging fee applies). All Slingshot modems are rented and must be returned should you cancel your service. If it is not returned, you will be charged \$199 to recover the cost of the device.		
<b>Minimum contract period</b>	12 months		
<b>Setup Charge</b>	A standard installation is free (subject to the \$14.95 postage and packaging fee), however you will need a 4G Wireless Broadband modem. The installation process will require you to plug your 4G Wireless broadband modem into a standard power point and turn it on.		

(Restricted)

## BROADBAND PERFORMANCE

**Access Type : 4G Wireless** Our wireless broadband services connect your home via a 4G wireless connection to the 4G mobile network. Wireless broadband speeds can be impacted by the distance between your modem and a cell site, the performance of your modem, your in-home WiFi setup, the level of usage of a particular cell site by others, network capacity, and the number of devices connected to your modem. Speeds may also be impacted by the location and quality of the websites you choose to view and the software you may have downloaded (malicious or otherwise). The day to day performance will also be affected by our Network. Any speed representations are averages and are not an indication of the actual speed of an individual connection. Speeds may be more or less than the average speed. For more information about this [Learn more](#).

For more information about broadband speeds and performance, [click here](#).

## OTHER INFORMATION

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**Early termination fee** If your service is disconnected prior to the completion of your contract period, you will be charged an early termination fee of \$250.

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**Notice period** If you cancel within the fixed term period, you will be liable for the applicable termination charge recorded above and any promotional credit and/or discount (if applicable).

We require 30 days' notice of cancellation

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**Traffic management** We may use traffic prioritisation policies for our plans at any time to improve the overall performance amongst our customers, as well as take reasonable action to protect our customers and effectively manage our network and protect our customers.

If your usage on the Plan exceeds our Fair Use Policy we may end your plan and, if we can, offer to move you to an alternative technology or solution. We will notify you before ending your plan. If you are not satisfied with this alternative technology or plan, you may terminate your Service within 30 days of our notice to you or within 30 days of the date of the change (whichever is later) and we will not charge you an Early Termination Charge in respect of your Plan.

We reserve the right to manage traffic at peak times to improve the overall performance and experience of our Services among our customers. In particular, we reserve the right to prioritise specific types of traffic over other traffic at times of congestion (and for limited time periods) where we consider there will be significant customer interest in the specific type of traffic and these actions are necessary to ensure customers receive an acceptable

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**Service Restrictions** We block sites that we believe (or IP addresses) are being actively used to promote malicious or fraudulent content.

On a case-by-case basis we will block sites which contain terrorist or violent extremist content.

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**Fair Use** Our Wireless Broadband 4G Unlimited Plan service is subject to the Fair Use Policy. Your use of the Services must be fair, reasonable and not excessive, as reasonably determined by us by reference to average and/or estimated typical customer usage of the Services. We will consider your usage to be excessive and unreasonable where it:

1. materially exceeds the average and/or estimated use patterns over any day, week or month (or other period of time as determined by us); or
2. causes us to incur additional costs or affects the performance of the 2degrees Network or affects another 2degrees' customers' use of or access to the Services.

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(Restricted)

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<b>Excessive Usage</b>	<ol style="list-style-type: none"><li>1. Where we offer any Services such use is offered for your individual private and personal use and benefit only. In no case does any Service allow for activities aimed at making profit or reselling the Service or using the Service in an unfair or excessive way and any such use of the Services by you is a breach of this Agreement.</li><li>2. For the avoidance of doubt, fair use of our Services excludes activities such as autodialling, premium services, continuously call forwarding, tele-marketing, call centres or other activities that use our services for commercial gain and use of cellular trunking units (including SIM boxes and GSM gateways).</li><li>3. If in our reasonable opinion we consider your usage to be Excessive Usage or in breach of our Fair Use Policy we may immediately suspend, modify or restrict your use of the Services or withdraw in full or in part your access to the Services without notice to you and/or act in accordance with Wire Broadband Traffic Management process set out above.</li></ol>
<b>Effects on other services</b>	<p>Your 4G Wireless Broadband service requires mains power to operate. If power is not available (e.g. during a power outage), your broadband, and any services which run over it, may stop working, unless you have battery backup in your home.</p> <p>You should check with the provider of any existing essential services such as security alarms, medical alarms and EFTPOS to make sure they will operate with 4G Wireless Broadband service.</p>
<b>Optional charges</b>	<p>Additional charges may apply for items such as any additional requested in-home technician work performed.</p>
<b>Disputes</b>	<p>Information about our customer complaints process is available <a href="#">here</a>.</p> <p>Slingshot is currently a member of the Telecommunications Disputes Resolution Service (TDRS), a free independent service to help customers resolve disputes. More details available <a href="#">here</a>.</p>

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All pricing quoted is inclusive of GST

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