



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

## OFFER SUMMARY

### FIBRE BROADBAND AND HOMELINE

#### SERVICE OVERVIEW

**Service description** Fibre Broadband rental and home phone line  
Free services: Local calling.

**Availability** Ultra Fast Broadband is not available everywhere. Enter your address into our [address checker](#), to see if UFB is available at your address.

Fibre 300	Charge	Billing	Data Allowance
	\$92	Monthly	150GB
	\$107	Monthly	Unlimited
	\$49.25	Fortnightly	Unlimited
	\$24.62	Weekly	Unlimited
<b>Fibre Unlimited Gigantic</b>	\$119	Monthly	Unlimited
	\$54.77	Fortnightly	Unlimited
	\$27.39	Weekly	Unlimited

Prices are current as at 13 June 2023 and are subject to change.  
To see current pricing please see our [Fibre broadband plans page](#).

**Additional Data Charges** If you go over your data cap, we will apply data blocks (they cost \$5 for 5GB), rather than slow you down. We'll send you an email before you reach your cap and once you hit your data cap. Data usage is also updated in My Slingshot in real time.

#### Modem

##### New modem option

\$5 per month modem rental available (\$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 \$100 to recover the cost of the device.

##### Bring your existing modem option

This option is not currently available for Homeline customers

#### Setup Charge

A standard UFB installation is free. The installation process will involve a technician coming to your place to physically connect a fibre optic cable from the roadside to your premise.

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A non-standard installation usually applies if your house is more than 200m from roadside. In these cases, a price is given upon application.

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**Other charges**

Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at the time of installation.

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## BROADBAND PERFORMANCE

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### Access Type: Fibre

See Measuring Broadband NZ for independent information on broadband speeds and performance across different providers, plans and technologies [click here](#).

Broadband performance can be affected by many factors and the broadband speeds you experience could be different. For more information about access types, [click here](#).

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## OTHER INFORMATION

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**Minimum contract period** 12 months

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

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**Notice period** If you cancel within the fixed term period, you will be liable for any applicable termination charges.

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.

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**Fair Use** Slingshot does not enforce a fair use policy.

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**Effects on other services** Your Fibre (UFB) broadband and homeline 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. Your homeline will also stop working if there is a problem with your broadband service. This means that, in the rare event that your internet connection is down or there is a power outage in your area, your home phone service (including calls to emergency services) will also stop working until your internet connection is restored.

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 this fibre (UFB) broadband service.

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**Complaints** Information about our customer complaints process is available [here](#)

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**Disputes** Slingshot is currently a member of the Telecommunications Disputes Resolution Service (TDRS), more details available [here](#).

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All pricing quoted is inclusive of GST

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