



This document is a summary only and Slingshot broadband terms and conditions can be found online www.slingshot.co.nz/terms

OFFER SUMMARY

FIBRE 100 BROADBAND AND HOMELINE

SERVICE OVERVIEW

Service description Fibre 100 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 100	Charge	Billing	Data Allowance	Local Fibre Company
Average peak speed 97.2 Mbps / 22.3 Mbps *	\$79.95	Monthly	150GB	Northpower
	\$89.95	Monthly	Unlimited	
	\$41.40	Fortnightly	Unlimited	
	\$20.70	Weekly	Unlimited	

Prices are current as at 10 March 2022 and are subject to change.
To see current pricing please see our [Fibre broadband plans page](#).

*Average download/upload speeds with compatible modem at busy times (SamKnows December 2021). Experienced speeds may be higher or lower than this, [Learn more](#).

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	Bring your existing modem option
	\$5 per month modem rental available (\$14.95 postage and packaging fee applies).	This option is not currently available for Homeline customers
	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.	

Minimum contract period 12 months

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.

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

BROADBAND PERFORMANCE

Access Type

For more information about access types, [click here](#).

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

OTHER INFORMATION

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.

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

Traffic management

We may use traffic prioritisation policies for our plans at any time to improve the overall performance amongst our customers.

Fair Use

Slingshot does not enforce a fair use policy.

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.

Optional charges

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

Disputes

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

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

All pricing quoted is inclusive of GST

This document is a summary only and Slingshot broadband terms and conditions can be found online www.slingshot.co.nz/terms