

# NAKED DSL PLAN – SERVICE OVERVIEW

THIS DOCUMENT IS A SUMMARY ONLY  
**FOR FULL INFORMATION**  
GREAT OFFERS AND OUR TERMS AND CONDITIONS

VISIT  
**FLIP.CO.NZ**

## SERVICE DESCRIPTION

Here at Flip, we use the same copper access network as everyone else (Chorus). This means that we're just as reliable, you'll be connected just as quick, and be able to do all the same things online.

We provide free calling, options for no contract, and better prices.

All prices include GST.

### AVAILABILITY

Naked ADSL services are available to nearly 100% of NZ households.

To see if you can get Flip, [use our online address checker](#).

### SERVICE CHARGES

CHARGE PER MONTH	MONTHLY DATA ALLOWANCE
\$54.95*	100GB
\$79.95	Unlimited
\$69*	Unlimited

\* On 12 month contract

### ADDITIONAL DATA CHARGES

PRICE	DATA
\$5	2GB Carry Over Data
\$10	10GB Carry Over Data
\$15	25GB Carry Over Data
\$25	45GB Carry Over Data

When you run out of data you'll be automatically slowed to 256k broadband. At that point you can choose to buy more data via these packs.

### SETUP CHARGE

\$25.00 for a standard installation and no contract. This covers connection to the Flip network at your local exchange or cabinet.

Please check the Flip website for up to date pricing and offers.

See 'Other Charges' for additional setup charges which may apply.



## BROADBAND PERFORMANCE INFORMATION

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### ACCESS TYPE

Copper ADSL.

Speeds vary depending on a range of factors including the distance from your local exchange, the quality of your internal wiring, and what you're doing online.

## OTHER INFORMATION

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### MINIMUM CONTRACT PERIOD

Great news! With Flip's Naked ADSL plans you can choose to either have a fantastic value 12 month contract, or, enjoy the freedom of having no contract.

Broadband Data plan. Pretty sweet huh.

### EARLY TERMINATION FEE

If you are on a 12 month contract and wish to close your account during the contract term, you will need to pay a \$199 early termination fee.

Customers who are not on a contract however, will not have an early termination fee.

### NOTICE PERIOD

You need to give us at least 28 days' notice before cancelling.

### OTHER REQUIREMENTS

#### Bring your own modem

You'll need to bring your own modem but at Flip, pretty much any modem/router will work as long as it's ADSL2+ compliant. You can find that out in the manual, it's also usually on the box somewhere.

If you've had broadband before (or have it connected at your place at the moment) use that modem – no need for a new one.

The only exceptions are Orcon Genius and Motorola modems.

#### Online Support Focus

As we're awesome at online support, we only take technical calls over the phone. The rest is handled online as it's a far better experience.

### TRAFFIC MANAGEMENT

For our 'Unlimited' or sometimes referred to as 'No Cap' plan, Flip traffic manages file sharing technology when the network is under load.

### FAIR USE POLICY

We have no fair use policy for our Unlimited

