

# VDSL BROADBAND & HOMELINE PLANS – SERVICE OVERVIEW

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

VISIT  
**FLIP.CO.NZ**

## SERVICE DESCRIPTION

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Here at Flip, we're a lot like some of the other big telcos, but we're different where it counts.

We use the same copper access network as everyone else (Chorus), meaning that we're just as reliable, you'll be connected just as quick, and you'll 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

Our services are available to over 60% of NZ households.  
To see if you can get Flip, [use our online address checker](#).

### SERVICE CHARGE

CHARGE PER MONTH	MONTHLY DATA ALLOWANCE
<b>\$74.00 *</b>	Unlimited
<b>\$89.00</b>	Unlimited

\* On 12 month contract

All accounts receive an optional free PIN code to control toll calls as well.

You can transfer your number to us free of charge.

### SETUP CHARGE

There is a \$25.00 setup charge which covers installation, including 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 VDSL

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

### OTHER INFORMATION

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### MINIMUM CONTRACT PERIOD

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

### 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 or purchase one from us at sign-up.

VDSL requires a modem that is VDSL2 compliant. You can find that out in the manual, it's also usually on the box somewhere.

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

## 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 for you.

## TRAFFIC MANAGEMENT

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

## FAIR USE POLICY

Flip does not enforce a Fair Use Policy for broadband. Pretty sweet huh.



## EFFECTS ON OTHER SERVICES

Your broadband service requires mains power to operate. If power is not available the broadband, and any services which run over it, may stop working.

You should also check with the provider of existing services such as fax, security alarms, EFTPOS, Sky TV connections to make sure they will operate with this service.

Flip does not support medical alarms.

## OTHER CHARGES

- Moving house costs \$25.00 subject to coverage.
- Phone Features (Voicemail, Call Waiting, Caller ID, and Call Divert) are just \$5 per month if required. Diverted calls are at standard rates.
- There are no charges for changing bundled VDSL broadband & homeline plans. Plan changes are carried out on your billing date.

## DISPUTES

We pride ourselves on great customer service so if there is a problem, [let us know asap](#), and we'll resolve the issue as quickly as possible.

Flip is a member of Telecommunications Dispute Resolution Service (TDRS).