

BROADBAND PRODUCT DISCLOSURE - OFFER SUMMARY

To allow Consumers to more easily compare Broadband Plans, Parties must provide a summary of information for each Broadband Plan, called an 'Offer Summary'.

Template

The below template is to be used in accordance with Section C of this Code. Content of the template may be amended to reflect the structure of the RSPs' specific Broadband Plans.

OFFER SUMMARY for RSP + Plan/Package Name

Service Overview		
Service Description	<i>Brief summary of what this Broadband Plan includes.</i>	
Availability	<i>Include limitations on availability such as geographic or technology related coverage.</i>	
Service Charge	Charge	Monthly data allowance
	<i>\$XX per month</i>	<i>XXGB</i>
	<i>\$XX per month</i>	<i>XXGB</i>
	<i>\$XX per month</i>	<i>XXGB</i>
<i>You may write any special conditions relating to pricing here, rather than in the Other Information section below. E.g. any variation based on region, date pricing effective from.</i>		
Additional Data Charges	<i>XXGB and XXGB plans</i>	<i>\$X.00 per GB (price once data allocation reached)</i>
	<i>XXGB and XXGB plans</i>	<i>\$X0.0 per GB (price once data allocation reached)</i>
<i>Information about the data allowance billing cycle and the costs and/or implications for the Consumer if they exceed the monthly data allowance.</i>		
Set Up Charge	<i>Summary of any set up charges that apply. Also reference 'Other Charges' if applicable.</i>	
Other charges	<i>E.g. Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc. For more information visit [insert link]</i>	

Broadband Performance	
<i>Example wording: See Measuring Broadband NZ for independent information on broadband performance across different providers, plans and technologies". [link to the Commerce Commission's MBNZ consumer dashboard.]</i>	
<i>Broadband performance can be affected by many factors and the broadband speeds you experience could be different. For more information about this visit [insert link]</i>	

Access Type	<i>e.g. As per clause 9.1.1</i>
<i>For more information about the different access types visit [insert link]</i>	

[For DSL access technology: For an estimate of the DSL speed at your premise visit [insert link]

Other Information	
Minimum Contract Period	<i>State the minimum contract term/s that applies.</i>
Early Termination Fee	<i>State the cost/formula associated with early termination of the contract.</i>
Notice period	<i>State the notice period the Consumer is required to comply with.</i>
Other Requirements	<i>State any other requirements associated with the plan. For example, whether the Broadband Plan requires Consumers to also have other services such as landline and tolls with the RSP and other (full) terms and conditions that apply.</i>
Traffic Management	<i>Provide a brief statement about your traffic management policy. E.g. We have a traffic management policy in place which may influence your broadband performance at busy times. See [insert link] for more details</i>
Service Restrictions	<i>Provide a brief statement about your service restrictions. E.g We have some service restrictions which may impact certain types of Consumers. See [insert link statement (see below example)] for more details.</i>
Fair Use	<i>Provide a link to your Fair Use Policy.</i>
Effects on other services	<i>Provide information about the possible effect the Broadband Plan may have on services which rely on a broadband connection to function. E.g. Operation of voice services, medical alarms, monitored security alarms, payTV on demand services;</i> <i>If a voice service is provided as part of the Broadband Plan, and where that voice service relies on the underlying broadband service to function, advise that the voice service will not be available in the event of a broadband service interruption. Advise that the voice service will not be available during a power outage unless the Consumer has a battery back-up service in their home. Include an explicit statement that they will not be able to make calls to emergency services in the event that the voice service is not available.</i>
Complaints	<i>Parties must include reference to their own Customer complaints process.</i>
Disputes	<i>Parties who are members of the Telecommunication Dispute Resolution (TDR) Scheme they must disclose that information, and include a link to the TDR website (www.tdr.org.nz). If a Party is not a member of the TDR Scheme then they must provide information on how a Customer may raise a dispute through the Disputes Tribunal.</i>
Other Information	<i>Anything else relevant to the Consumer in considering purchase of the service.</i>

State that prices quoted are inclusive of GST.

Advise that this document is a summary only and where full legal terms and conditions for the Broadband Plan can be found.

Example Offer Summary

The below is an example of how the Offer Summary might look once completed by a Broadband Service Provider in accordance with Section C of the TCF Broadband Product Disclosure Code.

LOGO Exemplenet's Residential Home Broadband Packages OFFER SUMMARY		
SERVICE OVERVIEW		
Service Description	Broadband rental, Home Phone line and unlimited local calls. Free premium services: Yahoo! Email and McAfee security suite.	
Availability	Broadband not available everywhere. See coverage map for details [link]	
Service Charge	Charge	Monthly data allowance
	\$70* per month	15GB
	\$80* per month	50GB
	\$90* per month	150GB
	\$110* per month	500GB
<p>* Prices stated are for most of Auckland, Wellington and Christchurch suburbs. Outside of these areas, add \$8 per month.</p> <p>Prices are current as at [date] and are subject to change. To see current pricing please see our home broadband packages [link].</p>		
Additional Data Charges	15GB and 50GB plans	\$1.20 per GB once you have [used or reached?] your allocated data allowance
	150GB and 500GB plans	\$0.70 per GB once you have [used or reached?] your allocated data allowance
	If you prefer, you can choose to limit your speed once you reach your monthly allowance and you'll never pay any extra for data.	
Set Up Charge	Open term contract	Standard Broadband connection fee of \$99 applies and you will have to provide your own modem.
	12 month contract	Free wireless modem and a free standard connection.
	See 'Other Charges' for additional setup charges which may apply	
Other charges	<p>A broadband wiring charge of \$199 may apply if, for example, you have an alarm or more than five phone jack-points in use.</p> <p>Additional charges may apply for items such as non-standard installations, additional in-home technician work performed at time of connection etc. For more information visit [link]</p>	

BROADBAND PERFORMANCE INFORMATION	
	<p>See <i>Measuring Broadband NZ</i> for independent information on broadband performance across different providers, plans and technologies". [link to the Commerce Commission's MBNZ consumer dashboard.]</p> <p>Broadband speeds can be affected by many factors. For more information about this visit [insert link]</p>

Access Type	<p>ADSL For more information about the different access types visit https://www.tcf.org.nz/consumers/broadband/broadband-information/</p> <p>For an estimate of the DSL speed on your line visit [insert link]</p>
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OTHER INFORMATION	
Minimum Contract Period	<p>You can choose from either:</p> <ul style="list-style-type: none"> • Open term; or • 12 month term
Early Termination Fee	<p>If your service is disconnected prior the completion of the minimum contract period, you will be charged an early termination fee of up to \$190. More details here: [link]</p>
Notice period	<p>One month's minimum payment applies to our Home packages and calling plans</p>
Other Requirements	<p>Our Home Packages require you to have all your broadband, landline and toll calling with Exampnet. Exampnet Home Package, Broadband and Residential terms and conditions apply.</p>
Traffic Management	<p><i>We have a traffic management policy in place which may influence your broadband performance at busy times. See [insert link] for more details</i> [link]</p>
Service restrictions	<p><i>We have some service restrictions which may impact certain types of Consumers. See [insert link statement] for more details</i></p>
Fair Use	<p>Read our broadband plan Fair Use policy here: [link]</p>
Effects on other services	<p>Effects on other services</p> <p>Your broadband service requires mains power to operate. If power is not available (e.g. during a local power outage) the broadband, and any services which run over it, may stop working unless you have battery backup in your home.</p> <p>Your Example net VoIP voice service will stop working if there is a problem with your broadband service. This would prevent you from using it to make calls to emergency services.</p> <p>You should check with the provider of existing services such as fax, security alarms, medical alarms, EFTPOS, payTV connections to make sure they will operate with this service.</p>
Complaints	<p>Information about our customer complaints process is available here: [link].</p>
Disputes	<p>Exampnet is currently a member of the Telecommunication Dispute Resolution scheme - www.tdr.org.nz.</p>
Other Information	<p>Anything else relevant to the Consumer in considering purchase of the service.</p>

EXAMPLE TRAFFIC MANAGEMENT AND SERVICE RESTRICTION POLICY STATEMENTS:

Example Traffic Management Policy Statement

- We may slow down peer-to-peer file sharing traffic during the hours of 4pm and 1am.
- Our ISP TV service is prioritised at all times so you get the best service experience possible.
- [We take our legal obligations seriously and comply with any laws which require us to manage traffic.]

Example Service Restriction Policy Statement

- We block sites on the Digital Child Exploitation Filtering System.
- We block sites which we believe to be offering or promoting copyrighted material or which are offering or promoting adult (e.g. pornographic) material.
- We block sites which contain terrorist or violent extremist content.

- We use Carrier Grade Network Address Translation (Carrier Grade NAT) technology in our network meaning that your IP address will not be publicly accessible.
- We block both inbound and outbound SMTP traffic as these services are often used for sending spam.
- [We take our legal obligations seriously and comply with any laws which require us to restrict services available to our customers.]

All prices quoted are inclusive of GST.

This is a summary only. The full legal terms and conditions for this plan are available at [\[link\]](#)