



This document is a summary only and Flip broadband terms and conditions can be found at [www.flip.co.nz/terms-conditions/](http://www.flip.co.nz/terms-conditions/)

## OFFER SUMMARY

### NAKED FIBRE 50 BROADBAND (UFB) 50Mbps / 10Mbps

#### SERVICE OVERVIEW

|                                      |  |   |                       |
|--------------------------------------|--|---|-----------------------|
| <b>Service description</b>           | Naked Fibre 50 Broadband   |   |                       |
| <b>Availability</b>                  | Ultra Fast Broadband is not available everywhere. Enter your address into <a href="#">our address checker</a> , to see if UFB is available at your address.<br><br>Fibre 50 is available in Chorus Fibre regions only. |   |                       |
| <b>Naked UFB<br/>50Mbps / 10Mbps</b> | <b>Charge</b>  | <b>Billing</b>  | <b>Data Allowance</b> |
|                                      | \$28.00  | Fortnightly   | Unlimited             |
|                                      | \$14.00  | Weekly  | Unlimited             |
|                                      | Prices are current as at 15 April 2021 and are subject to change.<br>To see current pricing please see our <a href="#">Fibre broadband plans page</a> .  |   |                       |
| <b>Modem</b>                         | <b>Bring your existing modem option</b>  | <b>Flip modem option</b>  |                       |
|                                      | Free option. Bring your existing modem with your existing Wi-Fi settings.<br><br>Please note, we will be unable to offer Wi-Fi set up or troubleshooting support for any non Flip supplied Modems.                     | One off \$50.00 fee applies to purchase a modem (Includes postage and handling) |                       |
| <b>Minimum contract period</b>       | No contract required   |   |                       |
| <b>Setup Charge</b>                  | Set up fee is \$25.00.<br><br>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

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### Access Type: Fibre 50

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

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

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## OTHER INFORMATION

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### Early termination fee

No fee for terminating your broadband connection

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### Notice period

We require 7 or 14 days' notice of cancellation depending on your billing frequency

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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

Flip does not enforce a fair use policy.

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### Effects on other services

Your Fibre (UFB) broadband 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.

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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### Optional 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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### Disputes

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

Flip 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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