

AIRNET
RESIDENTIAL BROADBAND + CALLING TERMS AND CONDITIONS – JULY 2010

1. Airnet's General Terms & Conditions (available at www.airnet.co.nz) apply to this residential broadband + calling agreement.
2. If you do not have a suitable ADSL2+ broadband router (modem) Airnet can supply one to you at no extra charge on a 12 month contracted term, this will be specified on your agreement.
3. If your agreement is subject to a contracted term then early termination will cost \$399.00 + GST
4. Free bundled calling services which include My Airnet, Caller ID, Voicemail, Voicemail to Email, Call Divert and Call Waiting are available for the first 12 months of this residential broadband + calling agreement.
 - a. You will not be charged for the Free bundled calling Services for the first 12 months of this residential broadband + calling agreement.
 - b. After 12 months you will be charged for these services in accordance with Airnet's standard rates as published on Airnet's website at www.airnet.co.nz/serviceoptions
 - c. You can discontinue using these calling services by calling Airnet support and asking to cancel some or all of these calling services at any time.
5. Free bundled faxing services (which include Fax to Email and Faxability) are available for the first 3 months of this residential broadband + calling agreement.
 - a. You will not be charged for the Free Bundled Faxing Services for the first 3 months of this residential broadband + calling agreement.
 - b. After 3 months you will be charged for these services in accordance with Airnet's standard rates as published on Airnet's website at www.airnet.co.nz
 - c. You can discontinue using these faxing services by calling Airnet support and asking to cancel some or all of these faxing services at any time.
6. The free bundled services referred to in clause 4 and clause 5 can only be applied to one phone line and are not available on additional phone lines.
7. You can change your existing broadband internet plan as specified in this residential broadband + calling agreement once a month by calling Airnet support on 0508 AIRNET
8. The handbrake as referred to at www.airnet.co.nz/residential is a service which will cap your costs should you use all of your monthly data allowance.
 - a. You can enable the handbrake at any time during the month if you have not exceeded your data allowance
 - b. You can disable the handbrake at any time during the month if you disable the handbrake you must pay for any additional data used at the applicable rate specified at www.airnet.co.nz/residential
 - c. When the handbrake is enabled and activated (i.e. you have used your data allowance) then the speed of your connection will be limited to 64Kbps until the next calendar month
9. For the purpose of data accounting 1 Gigabyte is equal to 1024 Megabytes and additional data will be charged per Megabyte
10. Prices are based on analogue phone lines only.
11. Broadband speeds are as fast as your phone line will allow on ADSL2+ technology. Airnet provides no guarantees about performance.
12. Airnet's toll prices are published at www.airnet.co.nz and are subject to change at any time.
13. Where a phone line is included in this residential broadband + calling agreement you agree that all fixed line broadband, calling and toll services used by you shall be provided by Airnet.
14. A one minute minimum call charge applies to all toll calls. Per second charging applies after the first minute except for calls to any mobile network which will be charged on a minute plus minute basis.
15. The provision of services under this residential broadband + calling agreement is dependent upon coverage availability of which Airnet has no control and may change at any time.
16. All payments shall be made by direct debit only.
17. All prices shown on this residential broadband + calling agreement include GST.