



This document is an offer summary only, and full Compass terms and conditions can be found at <https://compass.net.nz/terms/for-business>

# OFFER SUMMARY

## NAKED OR CLOTHED BUSINESS FIBRE MAX (UFB) 828Mbps / 498Mbps

### SERVICE OVERVIEW

---

**Service Description** Business Fibre MAX Broadband - with or without phone line option

---

**Availability** Ultra Fast Fibre (UFB) Broadband is not available everywhere. Enter your address into our [address search](#) to see if you can get Compass Fibre.

---

**Plan options** Naked Business Fibre MAX (UFB) - Monthly Charge: \$147.74 (incl. GST)  
Clothed (with phone) Business MAX (UFB) - Monthly Charge: \$155.24 (incl. GST)

Prices are current as at 13 July 2023 and are subject to change with 30 days' notice. To see our current prices visit our [Fibre Plans page](#).

---

**Contract Term** 24 month term

After your initial term, your service will automatically roll on for a further Roll Over Terms of twelve (12) months.

You may terminate this Agreement at any time by giving us not less than sixty (60) days prior written notice. Canceling your service inside the 24 month term will incur the Early Termination Fee

---

**Wi-Fi Router/Modem**

Router purchase Price: \$0.00  
Router delivery fee: \$14.95

[Find out more about our router here](#)

BYO Wi-Fi Router  
Price: \$0.00

Reuse your current WiFi router using our setup guides. Some routers may not be compatible.

---

**Plan inclusions**

As part of this Business plan, the following is also included:

- Static IP
  - Priority Business restore support (with a 6 hour SLA)
- 

**Setup charges**

There are no setup charges for normal business installations.

However, a non-standard installation usually applies if your business premises are more than 200m from the roadside. In these cases, a price is given upon application.

## BROADBAND PERFORMANCE

---

Access Type	Fibre 828Mbps / 498Mbps (Download / Upload speeds may vary)  These are Peak Time Average Speeds for our Business Fibre MAX plan (MBNZ Summer 2023). You may experience a higher or lower speed than this.  For access type information, <a href="#">find out more</a> . For more information about broadband speeds and performance, <a href="#">find out more</a> .
-------------	---

---

## OTHER INFORMATION

---

Early Termination Fee (ETF)	The ETF fee will be equal to the remaining monthly charges for the period from the date of termination to the expiry of the Contract Term.
Notice Period	We require 60 days notice of cancellation, if you are planning to leave us, email <a href="mailto:businesssupport@compass.net.nz">businesssupport@compass.net.nz</a> and let us know. If there is anything we can do to keep you, let us know.
Traffic Management	We may use traffic prioritisation policies for our plans at any time to improve the overall performance amongst our customers.
Fair Use	Compass does not enforce a fair use policy when your connection is used for standard business use. If you have something extraordinary in mind send us an email to <a href="mailto:businesssupport@compass.net.nz">businesssupport@compass.net.nz</a>
Essential Services	Your Fibre (UFB) broadband service requires mains power to operate. If power is unavailable during a power outage, your broadband and any services that run over it will stop working unless you have a battery backup in your home.  You should check with the provider of any essential services, such as security and medical alarms, to ensure they will operate with this fibre service. They can often change your access method to ensure your services are available during a power outage.
Additional Charges	Additional charges may apply for non-standard installations and additional in-home technician work performed at the time of installation. If you request us to send a technician to your home, we will pass on any costs associated with that visit or if no fault is found.  A reconnection fee of \$50 will be charged if you are reconnected after non-payment.
Disputes	Sometimes we don't always get things right and if that is the case jump on chat or send us an email at <a href="mailto:businesssupport@compass.net.nz">businesssupport@compass.net.nz</a>  If you are still not satisfied with how we have resolved your complaint send an email to <a href="mailto:complaints@compass.net.nz">complaints@compass.net.nz</a> . You will hear back from us within 3 working days and we aim to have all our complaints resolved within 10 working days.

---

All pricing quoted are inclusive of GST  
This document is an offer summary only, and full Compass terms and conditions can be found at <https://compass.net.nz/terms/for-business>