



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

OFFER SUMMARY

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

SERVICE OVERVIEW

Service Description	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	<p>Naked Fibre MAX (UFB) - Monthly Charge: \$109.99 Clothed (with phone) MAX (UFB) - Monthly Charge: \$114.99</p> <p>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.</p>
Contract Term options	<p>You can choose between:</p> <ul style="list-style-type: none">-12 Month Term-24 Month Term-No Term <p>However if you're unhappy with Compass for any reason, contact us within 30 days of your service being activated, and we will fully refund your plan charges and cancel your service with no penalty. Jump on chat or email us customersupport@compass.net.nz and mention the 30-day money-back guarantee.</p> <p>After your initial term, your service will continue on a month-to-month term.</p>

Wi-Fi Router/Modem	<table><tr><td><p>Purchase Wi-Fi Router</p><p>12 month term Purchase Price: \$49.99 / Delivery: \$14.95</p><p>24 month term Purchase Price: \$0.00 / Delivery: \$14.95</p><p>No term Purchase Price: \$99.99 / Delivery: \$14.95</p><p>Find out more about our router here</p></td><td><p>BYO Wi-Fi Router Price: \$0.00</p><p>Reuse your current WiFi router using our setup guides. Some routers may not be compatible.</p></td></tr></table>	<p>Purchase Wi-Fi Router</p> <p>12 month term Purchase Price: \$49.99 / Delivery: \$14.95</p> <p>24 month term Purchase Price: \$0.00 / Delivery: \$14.95</p> <p>No term Purchase Price: \$99.99 / Delivery: \$14.95</p> <p>Find out more about our router here</p>	<p>BYO Wi-Fi Router Price: \$0.00</p> <p>Reuse your current WiFi router using our setup guides. Some routers may not be compatible.</p>
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Setup charges	<p>There are no setup charges for normal installations.</p> <p>However, a non-standard installation usually applies if your house is more than 200m from the roadside. In these cases, a price is given upon application.</p>
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BROADBAND PERFORMANCE

Access Type

Fibre 828Mbps / 498Mbps (Download / Upload speeds may vary)

These are Peak Time Average Speeds for our Fibre MAX plan (MBNZ Summer 2023). You may experience a higher or lower speed than this.

For access type information, [find out more](#).

For more information about broadband speeds and performance, [find out more](#).

OTHER INFORMATION

Early Termination Fee (ETF)

The ETF fee is for a 12 month contract \$199 if you leave any time within the contract period after connecting your plan.

The ETF fee is for a 24 month contract is \$299 if you leave in the first 12 months and \$199 if you leave in the last 12 months.

If we have already shipped your Wi-Fi router, the postage fee for this is non-refundable.

Notice Period

We require 30 days notice of cancellation, if you are planning to leave us, email customersupport@compass.net.nz and let us know. If there is anything we can do to keep you jump on chat and tell us.

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 home use. If you have something extraordinary in mind send us an email customersupport@compass.net.nz

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 customersupport@compass.net.nz

If you are still not satisfied with how we have resolved your complaint send an email to complaints@compass.net.nz. 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
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