



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

PAY WEEKLY NAKED OR CLOTHED FIBRE BROADBAND INTERNET

SERVICE OVERVIEW

Service Description Pay Weekly Fibre 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

Pay Weekly naked Fibre 50 Starter (UFB) - Weekly Charge: \$13.99
Pay Weekly clothed (with phone) Fibre 50 Starter (UFB) - Weekly Charge: \$16.99

Pay Weekly naked Fibre 300 (UFB) - Weekly Charge: \$22.99
Pay Weekly clothed (with phone) Fibre 300 (UFB) - Weekly Charge: \$25.99

Pay Weekly naked Fibre Max (UFB) - Weekly Charge: \$25.99
Pay Weekly clothed (with phone) Fibre Max (UFB) - Weekly Charge: \$28.99

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 No contract required

Wi-Fi Router/Modem

Router Purchase Price: \$99.99
Delivery: \$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.

Setup charges

There is a one-time connection fee of \$34.99 for standard Pay Weekly Fibre installations.

However, a non-standard installation can also apply if your house is more than 200m from the roadside. In these cases, a price is given upon application.

BROADBAND PERFORMANCE

Access Types

There are three Fibre speed options as follows:

Fibre Starter = 50Mbps / 10Mbps (Download / Upload speeds may vary)
Fibre 300 = 303Mbps / 108Mbps (Download / Upload speeds may vary)
Fibre MAX = 828Mbps / 498Mbps (Download / Upload speeds may vary)

These are Peak Time Average Speeds for our Fibre 300 and MAX plans (MBNZ Summer 2023). You may experience a higher or lower speed than this. There is no independent report on Fibre Starter plan speeds.

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

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

OTHER INFORMATION

First payment

The first week of all Pay Weekly plans is paid in advance before the service is connected.

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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