

Broadband Certainty Plus Plan special terms

Introduction

1. The Broadband Certainty Plus Plan (“the Plan”) is available for residential:
 - a. electricity and broadband supply;
 - b. electricity, natural gas, and broadband supply. If you have electricity, natural gas, and broadband supply with us at the same premises then they all must be on the Plan.
2. For the avoidance of doubt, you must have at least your electricity and broadband with us to qualify for the Plan.
3. The broadband pricing, including any applicable phone line and calling package (excluding chargeable calls), will not increase until the end of the Plan. Subject to clauses 11, 12 and 13 below, the energy pricing on the Plan will not increase until the end of the Plan.
4. The Plan special terms should be read along with our General terms and conditions for residential and business customers and our Terms and Conditions for Residential Internet and Telephone Services. If there are any inconsistencies between the three, the Plan special terms will prevail.
5. We reserve the right to cancel the Plan early if you are in breach of any of our terms and conditions.

When will the pricing start and end?

6. The Plan will apply from the date we process your application or a date notified to you by us and will continue until 30 June 2021.
7. When the Plan ends, your plan will change to our Broadband Freedom Plan or our closest equivalent available at the time, or to another plan offered by us and accepted by you.
8. You can change your broadband and calling packages at any time on the Plan.
9. If you remove your broadband package with us while on the plan, your pricing will change to our Certainty Plus Plan or our closest equivalent available at the time, or to another plan offered by us and accepted by you.
10. The Plan will end if you move to another property.

What’s not included in the fixed energy pricing?

11. The Electricity Authority Levy, Gas Industry Company Fee, unmetered charges, and our Distributed Generation export rate are not

covered by this agreement and are subject to change.

12. We may adjust your price as necessary:
 - a. to pass on to you any other cost to us as a result of new regulation, government-imposed tax, levy, assessment, duty, charge or withholding on natural gas or electricity, or on this Agreement; and
 - b. if for any reason, the information that we relied on to set the price for you under the Plan is incorrect or changes. For example, if the meter set-up referred to on your current retailer’s bill differs to your actual set-up, or if the price category is changed by your network company. If this occurs and you no longer wish to take up or continue with the Plan, we may waive any applicable early termination fee.
13. These terms do not affect our additional service fees, which may change from time to time in accordance with our General terms and conditions for residential and business customers.

What happens if I breach the agreement?

14. If you breach the agreement with us by ending the Plan early, an early termination fee of \$150 per installation control point (ICP) will apply. We may waive this at our sole discretion.
15. You cannot change to one of our other plans before the end of the Plan, unless at our discretion we agree it is reasonable to allow you to do so.

How do I qualify for the Plan benefits?

16. The discounts and benefits that you are eligible for and the amount of those discounts and benefits are set out in your confirmation letter. There are no discounts for broadband charges.
17. To qualify for the prompt payment discount, you need to pay your bill in full and on time.
18. To qualify for the email discount, you need to be signed up to receive your bill and correspondence by email.
19. To qualify for the direct debit discount, you need to be signed up for your bill to be paid by direct debit from a bank account (excludes direct debit from a debit or credit card account).



20. To qualify as a DualEnergy customer and qualify for the associated discount, you need to purchase electricity from us and at least one of the following fuel types at the same premises:
- a. Contact natural gas (on the same bill);
or
 - b. Contact Rockgas reticulated LPG; or
 - c. Contact Rockgas bottled LPG for 2 or more installed 45kg cylinders.
21. In order for the discounts set out in clauses 18, 19 and 20 to apply, you must meet the eligibility criteria as at the end of the bill period.

When might this Plan not be available?

22. The Plan is not available to customers on any prepayment product or in conjunction with any other offer from us unless at our discretion. For the avoidance of doubt, the Plan is not available for any LPG supply.

