

# Broadband Fuel Rewards Freedom Plan special terms

## Introduction

1. The Broadband Fuel Rewards Freedom Plan ("the Plan") is available for residential:
  - a. electricity and broadband supply; or
  - 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 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.
4. We reserve the right to cancel the Plan early if you are in breach of any of our terms and conditions.
5. The Plan will apply from the date we process your application or at a date notified to you by us.
6. The Plan will end if you move to another property.
7. You can change your broadband and calling packages at any time on the Plan.
8. If you remove your broadband package with us while on the plan, your pricing will change to our Freedom Plan or our closest equivalent available at the time, or to another plan offered by us and accepted by you.

## How do I qualify for the Plan benefits?

9. 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 on broadband charges.
10. To qualify for the prompt payment discount, you need to pay your bill in full and on time.
11. To qualify for the email discount, you need to be signed up to receive your bill and correspondence by email.

12. 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 credit card account).
13. 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.
14. In order for the discounts set out in clauses 11, 12 and 13 to apply, you must meet the eligibility criteria as at the end of the bill period.

## When might this Plan not be available?

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

## What do I need to know about my fuel discounts?

16. AA Smartfuel discounts are only available on electricity accounts.
17. AA Smartfuel discounts will be awarded as soon as practicable after the 1st of every month from the month following the date the Plan is applied to your account. It can take up to 48 hours for the AA Smartfuel discounts to be applied and show on your AA Smartfuel account.
18. We are not responsible or liable for the application of the AA Smartfuel discounts to your account, this is the sole responsibility of AA Smartfuel Limited.
19. Upon receipt of a request from you, we will link your AA Smartfuel membership number to the nominated electricity account. AA Smartfuel discounts earned prior to the date your accounts are linked will be applied as soon as practicable after the 1st of the month following that date.
20. Your entitlement will accrue whether or not your AA Smartfuel card is registered. It is your responsibility to ensure you have registered your card with AA Smartfuel Limited.
21. If we send you an overdue payment reminder while you are on the Plan, any AA Smartfuel



discounts which would have been earned by you while your payment remains overdue will be forfeited. Once you have paid any amounts owing to us you will start earning AA Smartfuel discounts on the Plan again

22. The offering of AA Smartfuel discounts to customers and the changing of the terms upon which AA Smartfuel discounts are offered in the future are solely at our and/or AA Smartfuel Limited's discretion.
23. AA Smartfuel discounts can be used once on up to 50 litres of fuel. To maximise your savings, it pays to fill up as close to 50 litres as you can because your account balance will return to zero after each redemption. Once accumulated, discounts must be redeemed by the end of the following calendar month, e.g. a fuel discount dated 1 July 2017 through 31 July 2017 will expire on 31 August 2017. AA Smartfuel terms and conditions apply: [www.aa.co.nz/site-info/terms-and-conditions/aa-smartfuel/](http://www.aa.co.nz/site-info/terms-and-conditions/aa-smartfuel/)
24. We will send the details of the AA Smartfuel discounts you have earned on the Plan to AA Smartfuel Limited. Any information relating to you and your participation in the AA Smartfuel programme through us may also be used by us for marketing, planning, product development, research and other commercial purposes. For the avoidance of doubt, the Plan is not available for any LPG supply.

