



MYNX ULTRA FAST BROADBAND (UFB) OFFER SUMMARY

30/10 Mbps Plan

SERVICE OVERVIEW

Service Description

UFB is the fast broadband service that is delivered to your home over new fibre optic lines being built by the major UFB project underway at present in New Zealand.

The 30/10 Mbps UFB plan offers:

- 30 Mbps download speed
- 10 Mbps upload speed

A new phone number and SIP phone line is an additional charge.

All Mynx plans have unlimited data and “Global Mode”.

Availability

Availability depends on where you live. We can check to see if it is available at your house. The UFB network rollout is still happening so it may become available at your house in the future.

Service Charge

\$ 89 per month with unlimited data

Additional Data Charges

None

Set Up Charges

A standard UFB installation is free. A technician will come to your home to connect a fibre optic cable from the roadside to your house. A non-standard installation usually applies if your house is more than 200m from the roadside, is part of a multi-unit dwelling or is on a cross-lease. In these cases, we will give you a quote for you to approve before work starts.

- \$80 transfer charge if moving from a different ISP
 - \$150 Connection charge for a first-time connection
 - \$250 house wiring charge if required
 - If you have an existing phone number, it will cost \$20 to transfer it to your new UFB SIP phone line
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Broadband Performance Information

In New Zealand, broadband performance tests are carried out regularly by TrueNet - an independent company that measures and reports on broadband performance. Their latest report is at <https://www.truenet.co.nz/> How are speeds measured? The ADSL speed test is based on each probe downloading a 300KB file from TrueNet's Wellington server once every hour of every day.

Access type

A UFB service uses a fibre-optic cable to deliver '[ultra-fast broadband](#)' to your home. The higher speed gives a great experience for streaming TV and YouTube in high definition, gaming, streaming music and video conferencing. With the data being transmitted using light, performance is largely unaffected by distance and interference.

OTHER INFORMATION

Minimum Contract Period No contract (you can cancel the service any time)

Early Termination Fee No Early Termination Fee.

Notice Period No Notice Period. Just let us know and we'll stop your service.

Other Requirements None.

Traffic Management None. We have significant domestic and international bandwidth available.

Fair Use No Fair Use policy. We give you unlimited broadband.

Effects on other services Your UFB service requires mains power to operate. If there is no power (e.g. during an outage), your broadband, and any services that run over it, may stop working unless you have battery backup in your home. Your SIP phone line will also stop working if there is a problem with your broadband service. You then couldn't make calls to emergency services

(you should still be able to use your mobile however).

You should check with the provider of any existing services such as security alarms, medical alarms etc to make sure they will operate with our UFB service.

Other Charges

A modem / router is not necessary as the equivalent functionality is built into the fibre unit that will be installed with your UFB service. There may be charges for services such as voicemail, call waiting, wiring and maintenance, voice calls, calls to mobile etc. These will be advised to you when you request additional services.

Disputes

We pride ourselves on resolving any customer problems – call us. Mynx is not yet a member of the [Telecommunication Dispute Resolution Scheme](#).

All prices quoted are inclusive of GST. This is a summary only. The full legal terms and conditions for this plan are available at the Mynx web site.