



MYNX VDSL OFFER SUMMARY

SERVICE OVERVIEW

Service Description

VDSL is our faster broadband service that is delivered to your home over a standard copper line on the Chorus network.

VDSL is usually faster than ADSL. It is great for video streaming in particular. There are two versions of VDSL:

- VDSL broadband with a phone line - you will have a phone line with phone number as well as broadband.
- Naked VDSL – you will only have broadband without a phone line or phone number. However we can supply a VoIP phone service over the naked VDSL service.

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

Availability

Our VDSL service is available on about 60% of copper lines in New Zealand. We can check to see if it is available at your address. There are several factors that will affect your VDSL availability and speeds. These include your distance from the exchange or cabinet, the condition of your copper wiring, noise on the line and line attenuation.

Service Charge

VDSL with landline: \$129 per month with unlimited data
Naked VDSL: \$99 per month with unlimited data

Additional Data Charges

None

Set Up Charges

- \$80 transfer charge if moving from a different ISP
 - \$150 Connection charge for a first-time connection
 - \$250 house wiring charge if required
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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	Copper VDSL. You can normally expect download speeds of between 15-70 Mbps and upload speeds of between 5-10 Mbps.
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OTHER INFORMATION

Minimum Contract Period	No contract (you can cancel the service any time)
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Early Termination Fee	No Early Termination Fee.
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Notice Period	No Notice Period. Just let us know and we'll stop your service.
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Other Requirements	None.
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Traffic Management	None. We have significant domestic and international bandwidth available.
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Fair Use	No Fair Use policy. We give you unlimited broadband.
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Effects on other services	No effects but the service does require mains power to power your modem / router.
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Other Charges	Mynx can supply a pre-provisioned Modem/Router for an additional charge that depends on make/model. 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.
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Disputes	We pride ourselves on resolving any customer problems – call us. Mynx is not yet a member of the Telecommunication Dispute Resolution Scheme .
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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.