



# Bundle Agreement on a fixed term

## New customers

This offer may be subject to change or expiry without prior notice.  
We are not obliged to provide you with services unless we accept your application.  
We can decide whether or not to accept any application and credit criteria may apply.  
For more information please call us on 0800 87 87 87.

## Terms & Conditions

Effective 26 January 2016

### Application

These Terms and Conditions apply to the fixed term agreement for broadband, phone, power and/or gas entered into between you and Trustpower. They apply in addition to Trustpower's standard terms and conditions for the supply of phone and internet services (Trustpower Customer Terms and Conditions for Telephone and Internet services) and standard terms for the supply of energy (Trustpower Customer Service Agreement) and the standard terms for the supply of LPG (Trustpower Terms for the supply of LPG) – together, the **Agreement**. If there is any conflict between these Terms and Conditions, the Trustpower Customer Terms and Conditions for Telephone and Internet services, the Trustpower Terms for the supply of LPG or the Trustpower Customer Service Agreement, these Terms and Conditions shall prevail.

Some of the following terms and conditions may not apply to you, depending on the services you receive from us.

### Term

The term of the agreement is 24 months for power and gas services (**Energy Term**). The term of the Agreement for phone and internet services is 12 months (**Telco Term**). If Trustpower changes the terms of the Agreement during the Term and you believe that change will be detrimental to you, please contact us. We will either let you remain on the existing terms of your Agreement or let you terminate your Agreement with us without paying any exit fees.

### Bundle Discount

Trustpower agrees to apply a 5% discount on your broadband and phone charges applicable to your chosen Double Play, Naked Broadband or Ultra Fast Broadband package (excluding installation or connection costs, or costs or charges related to any associated equipment, transactions made on another operators network including 0900 calls, collect calls, directory or operator assisted calls, calling card calls, 0591 calls, 0161 calls, diverted calls, conference calls, message exchange calls, Telecom mobile shout calls or pager calls) – the **Bundle Discount**. The Bundle Discount will be applied from the date of this Agreement.

The broadband, phone, power and/or gas charges applicable to you at the date of the Agreement are not fixed, and may be changed in the future according to the Trustpower Customer Terms and Conditions for Telephone and Internet services, the Trustpower Customer Service Agreement, or the Trustpower Terms for the supply of LPG (as appropriate). Trustpower cannot confirm the continued availability of the Double Play, Naked Broadband or Ultra Fast broadband package you have chosen at the date of this Agreement, or that the Bundle Discount will apply to Double Play Or Ultra Fast Broadband packages it offers in the future.

The Bundle Discount will continue to apply to your broadband and phone charges, as long as you continue to receive these services from us, subject to the following:

- If you switch or terminate your energy services, the Bundle Discount will no longer apply to your broadband or phone charges; and
- If you terminate either your broadband or phone services (and do not switch to another Double Play, Naked Broadband or Ultra Fast Broadband package offered by Trustpower at the

date of this Agreement), the Bundle Discount will no longer apply to any continuing Phone and Internet charges.

### Exit Fees

When you sign up to Trustpower, we incur costs in order to provide our services to you. We don't mind paying these if you commit to taking services from us for the Term. On the other hand, if you terminate early, we still have to pay these costs and so if you terminate before the end of the Term, you need to repay some of those costs to us as set out below.

### Switching or terminating Phone and Internet services

If you switch any of your Trustpower Phone and Internet services to another provider, or terminate any of these services, during the Telco Term, the exit fee will be \$95. However, if you use Ultra Fast Broadband, special exit fees may apply.

### Switching or terminating Ultra Fast Broadband

If you switch or terminate Ultra Fast Broadband before the expiry of the Telco Term, you will pay:

- An exit fee of \$59 per month for the months remaining in the Telco Term (if this is a new connection, i.e. the first time Fibre has been installed at your address), or
- An exit fee of \$95 (if there has been a previous Fibre connection at your property when you signed up with Trustpower).

### Switching or terminating Energy services

If you switch power providers before the expiry of the Energy Term you will need to pay an exit fee of \$150. This will be added to your final account. If you no longer have any energy services (power or gas) with us you will no longer receive the 5% discount on your phone and broadband charges.

### AA Smartfuel Discounts

You can redeem your accumulated AA Smartfuel discounts once per month on up to 50 litres of fuel.

For months 1 to 3:

- When you sign up for power, or power and gas – per litre discount of 75 cents.
- When you sign up for power, broadband and phone or power, gas broadband and phone – per litre discount of 95 cents.

For months 4 to 24 – per litre discount of 10 cents.

If at any time you switch your power to another provider you will no longer receive any AA Smartfuel discounts.

### AA Smartfuel Terms and Conditions

AA Smartfuel cards must be registered before fuel discounts can be redeemed. Discounts are valid up to a maximum of 50 litres and are for a single fill. AA Smartfuel discounts must be redeemed by the end of the following calendar month e.g. a fuel discount dated 1 through 30 September will expire on 31 October. Your account balance will return to zero after each redemption.

See [www.aa.co.nz/site-info/terms-and-conditions/aa-smartfuel](http://www.aa.co.nz/site-info/terms-and-conditions/aa-smartfuel) for full terms and conditions.

**We're here to help**  
You can call us on **0800 87 87 87**