

FIBRE BROADBAND

BUSINESS FIBRE (UFB)

1 SERVICE OVERVIEW

1.1 Overview

Business Fibre (otherwise known as UFB) is a high-speed, high-performance, optical fibre-based internet connection for your business. The service runs on a fibre connection provided by one of the Local Fibre Companies (LFCs).

2 PRICING

2.1 Service & Usage Fees

The pricing for our fibre services may include the following:

Fibre Broadband Services	Monthly
Standard Monthly Fee – ongoing fixed charge for regular service usage	Monthly charge per agreement
Usage – excess usage beyond the threshold included in your plan	Charge per agreement
Installation and Other Charges	Total
Standard Installation – simple / standard install	One-off charge per agreement
Non-standard Installation – complex / non-standard install	One-off charge, quoted
Hardware – modem / router equipment, if required	One-off charge per agreement
MACs – moves, adds and changes to the service	Charge per agreement

Detailed pricing information will be provided in individual agreements.

2.2 Early Termination

- If you cancel a broadband connection early, Digital Island's early termination charge is calculated as: current full monthly plan price × months remaining on the contract term × 75%.
- If any additional subsidies, credits or promotions were provided as part of the broadband contract, they must be repaid, pro-rata to the months remaining in the minimum term.

3 SUPPORT

3.1 Support Options

Digital Island provides full support to keep your services running smoothly. Our support team is here to help you with technical issues, user questions and system guidance. We focus on fixing any issues quickly and effectively:

- **Incident Logging and Tracking** – Every issue is logged and tracked, providing a transparent record of actions and progress.
- **Remote Diagnosis and Resolution** – Our skilled technicians diagnose and resolve issues remotely whenever possible, minimising downtime.
- **Workarounds and Escalation** – If a solution isn't immediately available, we will attempt to provide temporary workarounds to keep your business running. Complex issues are escalated to specialists for timely resolution.

3.2 Contact Details

You can reach the Digital Island Support Desk during standard business hours:

- **Hours:** Monday to Friday, 8am – 6pm (excluding public holidays)
- **Phone:** 0800 999 010
- **Email:** support@digitalisland.co.nz
- **Online:** via the online support form or the Digital Island customer portal

4 TECHNICAL CONSIDERATIONS

4.1 Availability

Business Fibre availability is subject to formal feasibility from the relevant Local Fibre Company. Although initial feasibility results may indicate the fibre service is available at a particular location, it is possible that on formal installation the service anticipated or quoted may not be available. If this happens, Digital Island may need to revisit the product and pricing and renegotiate the proposed solution.

4.2 Fibre Installation

- A standard Installation Charge may apply for installations that we consider to be simple, as set out in the Pricing Schedule or customer agreement.
- If the installation is not simple, the Installation Charge will be estimated and we will consult with you to agree the costs (or the basis of those costs) before proceeding with installation.
- We will not charge you if we are unable to install the Services at your premises.
- Implementation of the fibre service will be co-ordinated through to completion. Your IT department or IT contractor is expected to provide the resources needed to work with Digital Island during the project, to ensure a timely and seamless implementation.

4.3 Fibre Modem/Router

- Routers purchased from Digital Island will be pre-configured and sent to your site. You or your nominated IT contractor will plug the router into the pre-installed termination point. If you would prefer not to do this, an onsite installation can be arranged for an additional fee per site.
- Routers purchased from Digital Island become your equipment, and all ongoing configuration of the router is your responsibility.
- Alternative modems/routers supplied by you are acceptable, as long as they conform with the standard requirements of UFB fibre. No support can be provided for customer-supplied modems/routers beyond supplying the basic configuration details needed to connect the fibre.

4.4 Power Failure

The Business Fibre connection relies on power to the Optical Network Terminal (ONT), the router/modem and possibly other network equipment. If there is a power failure, the Business Fibre connection is likely to stop working, and so will any service that relies on the internet, such as VoIP phone lines. If any critical services rely on the internet, we recommend considering the following options:

- **Uninterruptible Power Supply (UPS):** Investing in a UPS for critical devices such as computers, routers, modems and the ONT will provide temporary power during short outages.
- **Backup Internet Connection:** A secondary internet connection that doesn't rely on mains power (e.g. a mobile hotspot) can help maintain connectivity for essential operations if the primary connection fails.

5 RESPONSIBILITIES

5.1 Customer Responsibilities

As the customer, you are responsible for:

- Following the Fair Use Policy in Section 6, which ensures everyone uses internet services fairly, maintaining quality for all.
- Any wiring or cabling inside your premises.
- Obtaining your landlord's consent (if you are not the property owner) to all works at the property that the LFC requires for you to receive the Services.
- Ongoing configuration and administration of your modem/router.
- Configuring and managing your company's local area network and internet security.
- Protecting your computers and network against any virus, unauthorised access or spam.

5.2 Digital Island Responsibilities

Digital Island will:

- Deliver the agreed services with reasonable care and skill, following industry standards.
- Take all reasonable steps to facilitate the fix of faults to fibre broadband connectivity outside your premises. If no fault is found, or the fault was caused by you or your equipment, we may charge you a fee.
- Provide access to the Digital Island Support Desk during standard business hours for reporting incidents or service requests.

6 TERMS & CONDITIONS

Product Specific Terms:

Local Fibre Company End User Terms

- By using the Business Fibre service, you agree to be bound by these terms and by the relevant Local Fibre Company's End User Terms. The LFC End User Terms relate to, among other things, the provision (including installation) and use of the part of the LFC's network located on your premises. The LFC for your area is:

Area	Local Fibre Company
Whangarei	Northpower Fibre Ltd
Hamilton, Hawera, New Plymouth, Tauranga, Tokoroa and Whanganui	Tuatahi First Fibre (formerly Ultrafast Fibre)
Christchurch	Enable Networks Ltd
All other areas	Chorus – Chorus End User Terms

Fair Use Policy

All Fibre Broadband services are subject to the following internet services fair use policy:

- Your use of your internet service must be fair, reasonable and not excessive, as reasonably determined by Digital Island from time to time by reference to average customer profiles and estimated customer usage of Digital Island Broadband Services.
- If your usage materially exceeds estimated use patterns over any day, week or month (or other period determined by Digital Island), or is inconsistent with normal usage patterns, it may be deemed excessive or unreasonable and we may contact you to advise you. If you do not alter your usage after a request to stop, Digital Island may, without further notice, modify or restrict your use of the internet services or withdraw access to them.
- Digital Island's internet services are offered for normal business use by the customer only.
- No internet service may be used for activities aimed at making a profit from or reselling the internet service, or used in an unfair or excessive way.

Cost Changes

- If Digital Island's input costs materially increase (e.g. LFC price increases), charges may be adjusted accordingly, to the extent reasonably required to reflect the increased costs.

Digital Island General Terms:

- You can find our General Terms on our website: www.digitalisland.co.nz/about-us/terms-conditions-home