

CRITICAL INFORMATION SUMMARY – EFFECTIVE SEPTEMBER 1, 2025**INFORMATION ABOUT THE SERVICE**

Freedom Internet is a New Zealand Fibre & Radio Internet Service Provider which uses its FTTB (fibre-to-the-basement), FTTP (fibre to the premise), and wireless radio networks to deliver high-speed Internet connectivity to your premises. Freedom Internet offers both an ON-NET (Freedom Internet owned cabling and infrastructure) and OFF-NET (Standard NZ Fibre Internet Services) version of Internet plans. For all Internet plans offered, no bundling of telephony or other services is required but may be available at some locations. All of our standard Internet Subscriber plans are provided on a pre-paid basis using a 30 day month recurring period (720 hours).

MINIMUM CONTRACT TERM

Freedom Internet plans are available on a 6- and 12-month contract or on a no lock-in contract basis. Casual, month-to-month plans as low as \$75 per month, with promotion that may offer even lower pricing. If your Freedom Internet contract plan is cancelled before your minimum term has ended, you may need to pay an Early Termination Charge (ETC) of \$199 for a 6 month contract, \$249 for a 12 month contract or your monthly plan fee multiplied by the remaining months, whichever is lesser, before your subscription can be cancelled.

EQUIPMENT REQUIRED

Depending on your location, whether your premises are deemed On-NET or OFF-NET, and your chosen service you may require a pre-configured Wi-Fi router at your premises which are made available subject to your premises cabling and access type. Our OFF-NET services support a BYO (Bring Your Own) router with many vendors supported; however, we do not provide configurations, or our security management services for these devices. ON-NET Freedom Internet plans will only support Freedom provided pre-configured routers. Please contact our Customer Service team on +64 9 281 2970 to check whether you will require a router or modem.

SERVICE AVAILABILITY

Our ON-NET Internet services are only available for residents or guests in selected residential buildings and resorts. Not for resale. For residential and personal use only. Our OFF-NET Internet Services are available New Zealand wide, or rather wherever there's fibre available.

INTERNET SPEED

Freedom's Internet ON-NET services have the ability to provide symmetrical speeds of up to 1Gbps while our OFF-NET Internet services provide the available fibre speeds advertised by the national Local Fibre Carriers (LFCs).

DATA PLANS

- You can choose one of the following data plans (conditions apply):
 - Unlimited Monthly – 12 Month Contract (12 x 720 hours)
 - Unlimited Monthly - 6 Month Contract (6 x 720 hours)
 - Unlimited Monthly – No Contract (720 Hours recurring while subscription is on)
 - 100GB Monthly or upon consumption of Data (720 hours or 100GB of Data consumed, whichever comes first)

- 60GB Monthly or upon consumption of Data (720 hours or 60GB of Data consumed, whichever comes first)
- Unlimited – 7 days – 168 hours
- Unlimited – 24 hours

BROADBAND SPEEDS

Actual throughput speeds may vary due to a number of factors, including:

- Type of technology available at your address
- Set up at your apartment (such as location of your router/modem and how the internet is used in your apartment)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- Age of user device
- Capability of device used
- Fibre Network capacity

Among others.

ACTIVATION

Once an ON-Net plan is purchased it is “Activated” when you complete your first login at the Freedom Internet serviced building i.e. the purchased plan’s advertised time will begin and/or data consumption count begins when you go online. Logins to your Freedom Internet ‘My Account’ do not consume your allotted data and you are able to login into your Freedom Internet ‘My Account’ even without a plan using Freedom’s open hotspot at your building address. At the time of activation one of the data points in your apartment will become Ethernet active. Standard activation enables the service to network Boundary Point (data point) at your premises. Off-NET Internet services are activated remotely, and monthly billing begins on day of activation NOT the day of purchase.

For absolute clarity, an ON-NET plan purchase made online will be charged to your chosen method of payment immediately however the plan will not begin until you login from the Freedom Internet serviced building you signed up to. OFF-NET plan purchases are charged to your chosen method of payment immediately however the plan will not begin until the fibre is provisioned and your service is active and available for your use.

USAGE INFORMATION

Customers can obtain information on their Broadband usage at <https://myaccount.freedominternet.co.nz>

BILLING

We will charge you in advance for the plan purchased to your chosen method of payment during signup unless you have changed your method of payment in your Freedom ‘My Account’. When signing up online your first month of monthly charges will be charged in advance. Your credit/debit card will be charged every 30 days (720 hours) from the date of your plan activation or upon consumption of the data allotment for plans that have volume limits.

If you choose to pay your subscription by direct debit and a direct debit on the payment date is unsuccessful, we may reattempt the direct debit for up to 5 business days until the payment is successful.

INFORMATION ABOUT PRICING (ALL PRICES INCLUDE GST)

FREEDOM NZ FREEDOM INTERNET Plans	Price (Inc. GST)	Cost 1M Data	100*	200*	300*	500*	920*	Currency	Billing	Minimum	Early Termination Fee	Total Minimum Cost
Unlimited - 12 Month Contract	\$65.00	N/A	\$65.00	\$75.00	\$80.00	\$85.00	\$95.00	NZD	Monthly	12 Months	\$249	\$780.00
Unlimited - 6 Month Contract	\$69.00	N/A	\$69.00	\$79.00	\$84.00	\$89.00	\$97.00	NZD	Monthly	6 Months	\$199	\$414.00
Unlimited - No Contract	\$75.00	N/A	\$75.00	\$85.00	\$90.00	\$95.00	\$104.00	NZD	Monthly	30 Days	\$0	\$75.00**
100GB - No Contract	\$69.00	\$0.0006	N/A	N/A	N/A	N/A	N/A	NZD	Monthly***	30 Days	\$0	\$69.00**
60GB - No Contract	\$59.00	\$0.0009	N/A	N/A	N/A	N/A	N/A	NZD	Monthly***	30 Days	\$0	\$59.00**
Unlimited - Weekly	\$29.95	N/A	N/A	N/A	N/A	N/A	N/A	NZD	One-off	7 Days	\$0	\$29.95
Unlimited - Daily	\$9.95	N/A	N/A	N/A	N/A	N/A	N/A	NZD	One-off	24 Hours	\$0	\$9.95

*Plans available in selected buildings only.

**\$110 Modem fee not applicable to all buildings.

***100GB & 60GB plans are billed monthly or upon consumption of allotted data.

PRICING CONTINUED – ADDITIONAL PRODUCTS & SERVICES (GST INCL)

ON-NET

FREEDOM NZ FREEDOM INTERNET Products	Description	Price (Inc. GST)	Currency	Billing Frequency	Minimum Term	Contract	Early Termination Fee	Total Minimum Cost (inc. GST)
Plus Modem	ON-NET VDSL Modem	\$110.00	NZD	One-Off	N/A	No	\$0.00	\$110.00

OFF-NET

FREEDOM NZ FREEDOM INTERNET Products	Description	Price (Inc. GST)	Currency	Billing Frequency	Minimum Term	Contract	Early Termination Fee	Total Minimum Cost (inc. GST)
Router Rental Medium Size Home	Wi-Fi 6 Gigabit Router	\$5.00	NZD	Monthly	12 Months	Yes	N/A *	\$60.00
Router Rental Large Size Home	Wi-Fi 6 Gigabit Router	\$10.00	NZD	Monthly	12 Months	Yes	N/A *	\$120.00

EARLY TERMINATION CHARGE & OTHER CHARGES

If your Freedom contract plan is cancelled before your minimum term has ended, you may need to pay an Early Termination Charge (ETC) of \$199 for a 6 month contract or \$249 for a 12 month contract or your monthly plan fee multiplied by the remaining months, whichever is lesser, before your subscription can be cancelled.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. You will be given fair notice before this happens.

PAYMENT METHOD

Accepted payments by VISA or Mastercard. For details see our website.

LATE PAYMENT

For any recurring fees due that are not paid in full and on time, we will either: suspend or terminate the use of your service and/or may charge you interest on such amount owing at the rate of 5% per annum with such interest applying from the date it was due until the date of actual payment.

HOW TO CHANGE/CANCEL YOUR PLAN

Your plan's fee, for the plan and term selected, will be charged to your chosen payment method until your Internet Subscription service is cancelled. In accordance with our Terms of Use, you may update your billing details, change or cancel your plan by logging into your account at <https://myaccount.freedominternet.co.nz> if available, or by calling our Customer Services team at NZ: +64 9 281 2970.

If you cancel your subscription part way through a billing period and you have any remaining data, you will be able to continue using the remaining data in that billing period until your data runs out or the billing period expires.

If you are subscribed to a contract plan and would like to cancel, you must call our Customer Service team on +64 9 281 2970. If you would like to cancel before your minimum contract term has ended, you may need to pay an Early Termination Charge before your subscription can be cancelled.

No pro-rata credits or refunds are offered for cancelling accounts. Please bear this in mind if you need to cancel your service.

CUSTOMER SERVICE

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, chat to us on our website, email us at support@freedominternet.co.nz or call our Customer Service team on +64 9 281 2970. They are available 24/7, 7 days a week.

COMPLAINTS HANDLING

If you have a dispute with Freedom and wish to make a complaint, please call our Customer Service team on +64 9 281 2970 or email support@freedominternet.co.nz

If you are not satisfied with the way Freedom Internet handles your complaint at the first instance, you can request the complaint be escalated to a senior representative who will review your complaint and the way it was handled.