

## FIBREMAX YOU CHOOSE OFFER SUMMARY 10 JULY 2025

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#### **Tier One Joining Bonus**

Samsung 43" Smart TV (model UA43DU8500SXNZ)

Samsung 280L White Fridge/Freezer (model RB27N4020WW/SA)

Samsung 8kg Washing Machine (model WW80T4040CE/SA)

Samsung Jet 95 Pet Stick Vac (model VS20C9542TN/SA)

Samsung Premium Soundbar with Dolby Atmos (model HW-Q600F/XY)

Samsung Galaxy A56 5G (model SM-A566BZKTXNZ)

Samsung WindFree 2.5kW Heat Pump (model AR09BXECNWKNSA)

#### **Tier Two Joining Bonus**

Samsung 55" Smart TV (model UA55U8500FSXNZ) + Samsung 2.1 Channel 200W Soundbar with Wireless Subwoofer (model HW-C450/XY)

Samsung 427L Fridge/Freezer (model RB43DG6005B1SA)

Samsung 9kg Washing Machine (model WW90DG6U34LESA)

Samsung Dishwasher (model DW60M6055FS/SA)

Samsung Bespoke Jet Vac (model VS20B95993B/SA)

Samsung Galaxy S24 FE Mobile Handset (model SM-S721BZKBXNZ)

Samsung WindFree 5kW Heat Pump (model AR18BXECNWKNSA)

#### **Tier Three Joining Bonus (\$300 upfront top-up payment)**

Samsung 65" Smart TV (model UA65U8500FSXNZ) + Samsung 2.1 Channel 200W Soundbar with Wireless Subwoofer (model HW-C450/XY)

Samsung 488L French Door Fridge/Freezer (model RF48A4010B4/SA)

Samsung 655L side by side Fridge/Freezer (model RS70F65Q5TSA)

Samsung 8.5kg/6kg Washer Dryer Combo (model WD85T554DBW/SA)

Samsung 12kg Washing Machine (model WW12BB944DGH/SA)

Samsung 8kg Heat Pump Dryer (model DV80T5420AW/SA)

Samsung Galaxy S25 Mobile Handset (model SM-S931BLBCXNZ)

Samsung WindFree 7kW Heat Pump (model AR24BXECNWKNSA)

Please note that due to global supply issues items are subject to availability and there may be delivery delays with Samsung products.

#### Customer choosing Tier Two or Three joining bonus

If you have chosen a Tier Two or Tier Three joining bonus, your Term will commence and the joining bonus will be ordered 5 working days from the date of your confirmation letter or email, or when the fibre and electricity services have both been connected with Mercury, whichever is later. We'll provide details on when to expect delivery.

#### Customer choosing Tier One joining bonus

If you have chosen a Tier One joining bonus, your Term will commence and the joining bonus will be ordered 5 working days from the date of your confirmation letter or email, or when your broadband and electricity services have both been connected with Mercury, whichever is later. We'll provide details on when to expect delivery.

Note: If you have chosen a Tier Two or Tier Three joining bonus, you will not be able to change plan during the Term. If you have chosen a Tier 1 joining bonus, you can reduce your plan to FibreClassic during the Term. You cannot change to FibreLite or a Wireless Broadband service during the Term.

View our [offer terms](#) for more information.

#### Landline Charges (optional)

| Plan     | Monthly Charge |
|----------|----------------|
| Landline | \$5            |

The optional landline service connects you to the public phone network so you can make free local calls. Any calls made to national, international, mobile and 0900 numbers will be charged at their standard rate. You can choose from a [variety of additional calling packages](#).

#### Routers

| Bring your own device (BYOD) <sup>†</sup> | eero 6+           | 2 x extra eero 6+   |
|---|-------------------|---------------------|
| \$0                                       | \$0 <sup>††</sup> | \$240 <sup>††</sup> |

<sup>†</sup> Please be aware that use of an incompatible router may degrade the performance of your broadband service.

<sup>††</sup> Your eero router can be paid for over 24 months, in equal interest-free monthly instalments of \$5.00 per month, per router, including GST. A \$14.95 postage and handling charge applies.

#### Additional data charges

With unlimited data broadband, there will be no additional data charges.

#### Set up charges

There is no upfront installation charge for standard fibre aside from router postage and handling. However, if your home is more than 200m from where the fibre cable access point is on the street, or you need additional in-house wiring installed, there may be an additional installation cost.

If you cancel your fibre services after the local fibre company has commenced the installation process, but before your services are live, charges may apply.

Find out more about the [installation process](#).

#### Other charges

As set out in "Set up charges" above, additional charges may apply for items such as non-standard installations and additional in-home technician work performed at the time of connection.

Electricity and gas (if applicable) charges will also apply for your energy services.

## Broadband performance

### Performance

Actual speeds you experience are affected by many factors including the device you are using and its capabilities, the number of devices connected, your operating system and web-browser, and if you're connecting wirelessly to your router.

Find out more about [factors that may influence your speed](#).

If you have a router supplied by Mercury, this router is capable of providing the industry national peak time average speeds, subject to the other factors described above. If you are using a router not supplied by Mercury, you may not be capable of receiving the stated speeds for Mercury's FibreMax service.

See [Measuring Broadband NZ](#) for independent information on broadband performance across different providers, plans and technologies. You can also view the [latest reports](#).

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### Access type

Your access type will be fibre broadband.

Find out more about the [different access types and speeds](#).

## Other information

### Minimum contract period

There is a 2 year Term for this electricity and broadband bundle offer.

View our [offer terms](#) for more information.

## Early termination fee

If you terminate or switch either electricity or broadband providers within the Term you'll need to pay an early termination fee. This early termination fee varies depending on which joining bonus you receive as part of that offer, and will reduce by a set amount each month over the Term of your agreement as set out below. An early termination fee is only payable once during the Term.

| <b>Tier One</b><br>(Free joining bonus)  | <b>Tier Two</b><br>(Free joining bonus)   | <b>Tier Three</b><br>(with \$300 top up payment)  |
|--|---|---|
| Samsung 43" Smart TV<br>- Month 1 exit fee \$960<br>reducing by \$40 per month                         | Samsung 55" Smart TV with<br>Samsung soundbar - Month<br>1 exit fee \$1,320 reducing by<br>\$55 per month | Samsung 65" Smart TV with<br>Samsung soundbar - Month<br>1 exit fee \$1,320 reducing by<br>\$55 per month |
| Samsung 280L Fridge/<br>Freezer - Month 1 exit fee<br>\$960 reducing by \$40 per<br>month              | Samsung 427L Fridge/<br>Freezer - Month 1 exit fee<br>\$1,320 reducing by \$55 per<br>month               | Samsung 488L French Door<br>Fridge/Freezer - Month 1<br>exit fee \$1,320 reducing by<br>\$55 per month    |
| Samsung 8kg Washing<br>Machine - Month 1 exit fee<br>\$960 reducing by \$40 per<br>month               | Samsung 9kg Washing<br>Machine - Month 1 exit fee<br>\$1320 reducing by \$55 per<br>month                 | Samsung 655L side by side<br>Fridge/Freezer - Month 1<br>exit fee \$1,320 reducing by<br>\$55 per month   |
| Samsung Jet 95 Pet Stick<br>Vac - Month 1 exit fee \$960<br>reducing by \$40 per month                 | Samsung Dishwasher -<br>Month 1 exit fee \$1,080<br>reducing by \$45 per month                            | Samsung 8.5/6kg Washer<br>Dryer Combo - Month 1 exit<br>fee \$1,320 reducing by \$55<br>per month         |
| Samsung Premium Soundbar<br>with Dolby Atmos - Month 1<br>exit fee \$960 reducing by \$40<br>per month | Samsung Bespoke Jet Vac<br>- Month 1 exit fee \$1,320<br>reducing by \$55 per month                       | Samsung 12kg Washing<br>Machine - Month 1 exit fee<br>\$1,320 reducing by \$55 per<br>month               |
| Samsung Galaxy A56 5G<br>Mobile Handset - Month 1<br>exit fee \$840 reducing by<br>\$35 per month      | Samsung Galaxy S24 FE<br>Mobile Handset - Month 1<br>exit fee \$1200 reducing by<br>\$50 per month        | Samsung 8kg Heat Pump<br>Dryer - Month 1 exit fee<br>\$1,320 reducing by \$55 per<br>month                |
| Samsung WindFree 2.5kW<br>Heat Pump- Month 1<br>exit fee \$960 reducing by<br>\$40 per month           | Samsung WindFree 5kW<br>Heat Pump- Month 1<br>exit fee \$1,320 reducing by<br>\$55 per month              | Samsung Galaxy S25<br>Mobile Handset - Month 1<br>exit fee \$1,200 reducing by<br>\$50 per month          |
|  |   | Samsung WindFree 7kW<br>Heat Pump- Month 1<br>exit fee \$1,320 reducing by<br>\$55 per month              |

View our [offer terms](#) for more information.

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|--|--|
| <b>Notice period<br/>(Termination)</b> | <p>After the end of the term, you can cancel your services at any time by giving us at least 5 working days' notice. You'll be responsible for any charges until your disconnection date.</p> <p>View our <a href="#">phone and internet terms</a> for more information.</p>   |
| <b>Other requirements</b>              | <p>Please note: The You Choose offer is not available in conjunction with any other offer.</p> <p>View our <a href="#">offer terms</a> for more information.</p>   |
| <b>Traffic management</b>              | <p>Mercury customers on broadband plans are currently not shaped in any way.</p> <p>From a connectivity point of view, unlimited data plans are treated in exactly the same way as limited or capped plans.</p> <p>Generally, our peak traffic times are between 3:30pm and 11:00pm. Customers may experience congestion during these periods.</p> <p>At peak times there may be congestion on the network however, we are always working to provide the best possible service we can.</p> <p>We do, however, reserve the right to apply traffic management policies to customers on unlimited data plans should this become required in the future.</p>           |
| <b>Service restrictions</b>            | <p>We have a service restriction policy in place which may influence your broadband performance.</p> <p>See clause 5.5 of the <a href="#">phone and internet terms</a>.</p>  |
| <b>Fair use policy</b>                 | <p>No fair use policy applies.</p>   |
| <b>Effects on other services</b>       | <p>Your fibre broadband service requires mains electricity to operate. If electricity is not available (e.g. during a local electricity outage) then your fibre broadband, and any services which run over it, may stop working unless you have battery backup in your home.</p> <p>This means services such as landlines, medical alarms, and security alarms may stop working. It is your responsibility to check with the provider of existing services to make sure they will operate under such circumstances. This may also mean you're unable to contact 111 in an emergency. We recommend having a charged mobile or alternative arrangement in place.</p> |
| <b>Complaints</b>                      | <p>At Mercury, we value customer feedback and take care to address complaints.</p> <p>Information about our <a href="#">process for customer complaints</a>.</p>   |
| <b>Disputes</b>                        | <p>Mercury is a member of the Telecommunications Disputes Resolution (TDR) scheme, a free independent service to help customers resolve broadband disputes. For more information about TDR, see their <a href="#">website</a>.</p>   |

**All prices and fees quoted are inclusive of GST (if any).**

This is an offer summary only. View our [offer terms and conditions](#) and [phone and internet terms and conditions](#) for more information.