

PRODUCT DESCRIPTION

BUSINESS FIBER



By using this service you agree to the terms set out below, which are specific to your CloudX Business Broadband Service and apply in addition to the Master Services Agreement located: [here](#). If there is any inconsistency between these Product Terms and our Master Services Agreement, then these specific terms shall prevail.

1) PRODUCT OVERVIEW

- a. Business Broadband is a standalone service for connecting business customers to the internet.
- b. Business Broadband does not include a voice line. This available as an addition for \$14.99 per month.

2) AVAILABILITY

- a. Business Broadband is not available in all locations. You will be notified of service availability for your location at the time of order confirmation.

3) CHARGES

- a. The current rates for Business Broadband are available on our website: <https://cloudx.nz>
- b. We may change our Business Broadband rates from time to time with no less than 30 days' written notice.
- c. Our current Business Broadband plans and data allowances are available as laid out in the following table.

Plan Name	Data Allowance
Fiber 300/300	Unlimited
Fiber 1K/500	Unlimited
Hyper Fiber 2/4K	Unlimited

4) INSTALLATION FEES

- a. Business Broadband does not include a modem. You can purchase one from CloudX for a one-off payment or rent one for a standard monthly fee. Alternatively, you can BYO (Bring Your Own) modem.
- b. A one-off postage fee of \$14.95 (GST excl) applies to all modems that are either purchased or rented from CloudX.
- c. A one-off non-standard installation fee may apply if your installation requirements aren't standard. We will let you know when we believe that your installation is not standard and what additional fees may apply.
- d. By default a Business Broadband plan does not include a static ip-address, however a static ip-address can be supplied for an additional \$10 per month.

5) CANCELLATION NOTICE PERIOD

- a. To cancel your Business Broadband plan, you will need to give us 30 days written notice by email to support@cloudx.nz as stated in our Master Services Agreement.

6) FAIR USE POLICY

- a. By using the Business Broadband service, you agree to our [Fair Use Policy](#)

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7) EFFECTS ON SERVICES

- a. Fiber modems require power to operate. This means the landline and devices such as medical alarms or cordless phones won't work in the event of a power cut, so its important to have a mobile phone present in the event of an emergency.
- b. If you want to make calls from a landline (including #111 calls), you'll need to purchase the voice addon for your Business Broadband plan.
- c. If you've purchased a new Business Broadband plan with a voice addon you may experience a delay in landline operation as your current landline will be disconnected for a few hours.

8) SUPPORT

- a. If you experience an issue with your Business Broadband Service please contact us, we will make reasonable effort to restore your service as soon as possible or to the extent of your businesses' individual SLA (Service Level Agreement) that you hold with us. Your (or we) may determine that a technician is required to attend your premises to fully determine the cause of a fault. If the fault was not caused by the CloudX network or Local Carrier network as was caused by you, or people for whom you are responsible, or equipment used or put in place by you or at your request, you may be charged a fault diagnosis fee. Details on the fees and when they apply will be discussed with you before confirming a technician will be sent. In the event the fault is with wiring at your premises, the technician will be able to undertake these repairs on your behalf and the applicable fees will be applied to your account. CloudX cannot be responsible for delays in system restoration if you do not agree to accept these potential charges and/or delay access for the technician to your premises.
- b. CloudX assist as much as possible with any problems you experience with your Broadband Service, including troubleshooting to identity issues that may affect the speed of quality of your Broadband Service. However, we cannot be expected to resolve issues that are not related to the Broadband Service, All actions on your own equipment remain your responsibility.

9) NETWORK SECURITY

- a. CloudX can at our discretion, restrict or disconnect your Broadband Service if we consider that you are using our services in a manner that may damage or compromise the security of our network or anyone else's network.

10) EARLY TERMINATION FEE

- a. If you cancel your plan before your Business Broadband contract initial term has passed Early Termination Fees may apply as detailed below. Note all prices exclude GST.

Plan	<12 months remaining	12-24 months remaining	>24 months remaining
Fiber	\$199.99	\$399.99	\$599.99
Hyper Fiber	\$299.99	\$599.99	\$899.99
Fixed Wireless	\$199.99	\$299.99	\$399.99