

Service Description	<ul style="list-style-type: none"> All Fusion Packages come with an Emergency Services Compliant Primary Voice Line. ADSL/VDSL speeds are maximum available at your location. No data charges. Voice features include voicemail, call waiting, call forwarding, and free local calls Includes usage of a MP264, WXC's certified modem / router. Go to the following URL https://wxc.co.nz/residential/hardware/residentialgateways/mp264/ All Fusion features can be managed from your own online self-serve web portal. Or go to the following URL https://www.xport.co.nz/.
Availability	<ul style="list-style-type: none"> Fusion Unlimited is not available in all areas. For ADSL availability, go to the following URL https://wxc.co.nz/signup/?plan=Fusion%7CFusion%20Unlimited%20
Service Charge	<ul style="list-style-type: none"> \$99 monthly charge (inclusive of GST). As part of the Fusion Unlimited Package you will receive one free number port so you can retain your existing phone number. Additional number ports charged at \$11.50 (inclusive of GST).
Additional Data Charges	<ul style="list-style-type: none"> No data charges apply. Please read the following Fair Use and Traffic Management policies, or go to the following URLs: <ul style="list-style-type: none"> https://wxc.co.nz/termsconditions/#fairuse https://wxc.co.nz/termsconditions/traffic-management-policy/
Set Up Charge	<ul style="list-style-type: none"> For standard installations, no install fee applies. \$199 charge for installs requiring technical assistance. When switching from another provider a one-off fee of \$30 applies.
Minimum Contract Period	<ul style="list-style-type: none"> 12 month term.
Early Termination Fee	<ul style="list-style-type: none"> \$299 inclusive of GST.
Notice Period	<ul style="list-style-type: none"> One month minimum.
Other Requirements	<ul style="list-style-type: none"> Our Fusion Unlimited Plan requires you to have all your broadband, landline and toll calling with WXC. Fusion Unlimited is available to residential customers only. Please see our standard Terms and Conditions or go to the following

	<p>URL https://wxc.co.nz/termsconditions/.</p>
<p>Traffic Management</p>	<ul style="list-style-type: none"> • WXC reserves the right to manage any and all traffic that crosses the WXC network. Traffic management enables WXC to maximise the customer experience for all customers across this service offering. • As part of this Traffic Management Policy, WXC may apply lower priority settings, restrict to a smaller allocation of network bandwidth use (or other asset) or otherwise change the performance of one traffic type in comparison to another. • This will largely only affect Peer to Peer (P2P) users. WXC fully supports P2P users across its network, however during time of congestion, we believe that by applying Traffic Management, other users of more time critical services – such as voice – will be provided with better quality services. Non P2P also makes up the vast bulk of all traffic on the WXC network. • If you are a P2P user – we apologise if this impacts on your service – and would suggest that if possible you use off peak periods (10pm – 6am) when there is more capacity available and congestion is less likely.
<p>Fair Use</p>	<ul style="list-style-type: none"> • Click here to read our Fair Use Policy or go to the following URL https://wxc.co.nz/termsconditions/#fairuse.
<p>Effects on other services</p>	<ul style="list-style-type: none"> • Your Broadband service requires mains power to operate. If power is not available (e.g. during a local power outage) the broadband, and any services which run over it, may stop working unless you have a battery backup. • Your WXC VoIP voice service will stop working if there is a problem with your broadband service. This would prevent you from making calls to Emergency Services from your WXC landline. • You will need to check with the provider of existing services such as fax, security alarms, medical alarms, EFTPOS, and pay TV connections to make sure they will work with this service. • Wireless performance will be based on the placement of the MP264.
<p>Other Charges</p>	<ul style="list-style-type: none"> • At contract termination, if hardware is not returned, a \$250 hardware Return Fee applies. • A charge for non standard installation may apply. • For additional numbers requiring porting, a one off fee of \$11.50 will apply. • A one off charge of \$30 will apply when moving from another broadband provider. • Early termination fees of \$299 (inc GST) will apply if the service is cancelled within the 12 month contract period. • Click here for VFX calling rates or go to the following URL https://wxc.co.nz/static/media/uploads/Forms/wxc-residential-voip-calling-rates.pdf.

Broadband Performance

Broadband performance is measured by upstream and downstream speeds and can be limited by external factors such as line quality, distance from the exchange and hardware.

<p>What</p>	<p>ADSL (Asymmetric Digital Subscriber Line) is the standard service offering, utilising the existing copper line to provide customers with an internet experience that is suitable for the average user.</p>
<p>Availability</p>	<p>ADSL is available across most of the country and while distance from local telephone exchange is a factor, coverage is widespread around NZ. Please note there are still some local exchanges, generally in remote parts of the country that ADSL may not be available. WXC can let you know availability when you call us.</p>
<p>Speeds</p>	<p>ADSL runs at speeds of up to 20 Mbps download and 1 Mbps upload. Speeds vary depending on distance from the exchange and local cabling standards. In most cases these speeds will be sufficient for basic use but if you are dealing with large files and lots of data then we should talk about VDSL or Fibre.</p>