

Ultimate Broadband

Home Phone VoIP Service Plans

Product Description

Home Phone Starter | Home Phone Plus | NZ Mobile Calling Add-ons

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This Product Description is a summary of UBB Home Phone VoIP service plans and NZ mobile calling add-ons. It should be read together with UBB full terms and conditions, the accepted quote or service agreement, and any applicable 111 Contact Code information. All prices are inclusive of GST unless stated otherwise. Final availability, broadband compatibility, number porting, hardware, calling features, usage charges, contract term and any non-standard charges are confirmed before sign-up.

Service Overview

Item	Information
Service Description	UBB Home Phone is a residential VoIP phone service that works over an active UBB broadband connection. Calls are carried over the internet rather than a traditional copper phone line. The service can be used with compatible UBB broadband services where UBB confirms technical suitability.
Availability	Available to eligible UBB broadband customers at approved service addresses. Service requires a working broadband connection, power, compatible customer equipment or UBB-supplied hardware where required, and correct voice configuration. UBB will confirm availability before provisioning.
Important power and 111 calling note	VoIP phone services rely on broadband and mains power. During a power outage or broadband outage, the phone service may not work, including calls to 111 emergency services, unless the customer has suitable backup power and connectivity. Customers who may be vulnerable or rely on the service for emergency calling should discuss 111 Contact Code options with UBB before sign-up.

Standard Service Charge

Core home phone plan	Plan code	Term options	Monthly charge	Summary
UBB Home Phone Starter	HMV-PHONE-STARTER	12m or 24m	\$15 per month	Residential VoIP home phone service. Calling inclusions, tolls, excluded call types and hardware requirements are confirmed before sign-up.
UBB Home Phone Plus	HMV-PHONE-PLUS	12m or 24m	\$25 per month	Higher home phone plan option. Calling inclusions, tolls, excluded call types and hardware requirements are confirmed before sign-up.

NZ mobile calling add-on	Plan code	Term options	Monthly charge / rate	Summary
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NZ Mobile Calling 100	HMV-NZMOBILE-100	1m	\$12 per month	Optional NZ mobile calling add-on for eligible home phone customers. Allowance and included call rules are confirmed before sign-up.
NZ Mobile Calling 200	HMV-NZMOBILE-200	1m	\$20 per month	Optional NZ mobile calling add-on for eligible home phone customers. Allowance and included call rules are confirmed before sign-up.
NZ Mobile Calling 500	HMV-NZMOBILE-500	1m	\$40 per month	Optional NZ mobile calling add-on for eligible home phone customers. Allowance and included call rules are confirmed before sign-up.
NZ Mobile Calling Rate	HMV-NZMOBILE-PERMIN	1m	\$0.19 per minute	Per-minute NZ mobile calling rate where the per-minute calling option applies or where usage is outside an included allowance.

Set Up Charge and Contract Offers

The table below lists the current offer pathways supplied by UBB for these Home Phone and NZ mobile calling services. The listed plan connection upfront is \$0 for the service itself. Hardware, number porting, technician work, freight, non-standard setup or customer-requested extras may cost more and should be confirmed before work proceeds.

Plan	Term	Offer	Action	Upfront	Base MMR	Offer MMR
Home Phone Starter	12 months	Standard Subsidised	New connection	\$0	\$15	\$15
Home Phone Starter	12 months	Standard Subsidised	Re-sign	\$0	\$15	\$15
Home Phone Starter	24 months	Standard Subsidised	New connection	\$0	\$15	\$15
Home Phone Starter	24 months	Standard Subsidised	Re-sign	\$0	\$15	\$15
Home Phone Plus	12 months	Standard Subsidised	New connection	\$0	\$25	\$25
Home Phone Plus	12 months	Standard Subsidised	Re-sign	\$0	\$25	\$25
Home Phone Plus	24 months	Standard Subsidised	New connection	\$0	\$25	\$25
Home Phone Plus	24 months	Standard Subsidised	Re-sign	\$0	\$25	\$25
NZ Mobile Calling 100	1 month	Standard Subsidised	New connection	\$0	\$12	\$12
NZ Mobile Calling 100	1 month	Standard Subsidised	Re-sign	\$0	\$12	\$12
NZ Mobile Calling 200	1 month	Standard Subsidised	New connection	\$0	\$20	\$20
NZ Mobile Calling 200	1 month	Standard Subsidised	Re-sign	\$0	\$20	\$20
NZ Mobile Calling 500	1 month	Standard Subsidised	New connection	\$0	\$40	\$40
NZ Mobile Calling 500	1 month	Standard Subsidised	Re-sign	\$0	\$40	\$40
NZ Mobile Calling Rate	1 month	Standard Subsidised	New connection	\$0	\$0.19/min	\$0.19/min

NZ Mobile Calling Rate	1 month	Standard Subsidised	Re-sign	\$0	\$0.19/min	\$0.19/min
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Other Charges

Charge area	Customer-facing summary
Broadband service required	A compatible active UBB broadband service is required for the VoIP service to work. Broadband charges are separate from the home phone charges unless a bundle or accepted quote states otherwise.
Hardware / ATA / router configuration	A compatible router, ATA or VoIP-capable device may be required. Any hardware, freight, configuration, remote support or technician charges should be confirmed before sign-up.
Number porting	Customers may be able to keep or transfer an existing landline number where technically possible. Any porting charge, timing and required information should be confirmed before the port request is submitted.
Mobile and toll calls	NZ mobile calls are billed according to the selected add-on, allowance or per-minute rate. International, premium, special service, directory, 0900 or other non-standard call types may be excluded, unavailable or charged separately.
Alarms and monitored devices	Customers with monitored medical alarms, security alarms, EFTPOS, fax, lift phones or other devices that rely on a phone line should check compatibility with the alarm/device provider before switching to VoIP.
Non-standard support	Additional troubleshooting, onsite visits, rewiring, device setup, customer equipment support, after-hours work or non-standard configuration may incur additional charges.

Average Monthly Price

Average Monthly Price is included where mandatory upfront charges make the first 12-month average higher than the advertised monthly charge. The listed plan connection upfront charge for these offers is \$0, so the Average Monthly Price is generally the same as the advertised monthly charge. Optional hardware, porting, technician visits, toll calling, usage charges, freight and contingent charges are excluded from the Average Monthly Price calculation.

Plan / pathway	Advertised monthly charge	Mandatory upfront used in example	Example Average Monthly Price
Home Phone Starter - 12m or 24m	\$15 per month	\$0	\$15.00 per month
Home Phone Plus - 12m or 24m	\$25 per month	\$0	\$25.00 per month
NZ Mobile Calling 100	\$12 per month	\$0	\$12.00 per month
NZ Mobile Calling 200	\$20 per month	\$0	\$20.00 per month
NZ Mobile Calling 500	\$40 per month	\$0	\$40.00 per month
NZ Mobile Calling Rate	\$0.19 per minute	\$0	Usage-based. Monthly cost depends on actual NZ mobile call minutes.

Service Performance and Access Type

Item	Information
Access type	Voice over Internet Protocol (VoIP) home phone service delivered over the customer broadband connection.
Call quality and performance	Call quality may be affected by broadband availability, router or ATA setup, Wi-Fi or cabling, power, customer equipment, congestion, upstream voice provider performance, number porting status and network conditions.
Emergency calls	111 calls may be unavailable during a power outage, broadband outage or equipment failure. UBB recommends customers maintain an alternative means to call 111, such as a charged mobile phone where mobile coverage is available, and contact UBB about vulnerable consumer options if needed.
Service restrictions	Some call types or legacy services may not be supported. 0900, fax, EFTPOS, monitored alarms, medical alarms, lift phones, dial-up devices and other special services may require alternative arrangements or may not work reliably over VoIP.

Other Information

Item	Information
Minimum Contract Period	Home Phone Starter and Home Phone Plus are available on 12-month or 24-month terms under the listed offers. NZ mobile calling add-ons are listed as 1-month offers. The applicable term will be confirmed before sign-up.
Early Termination Fee	A Service Termination Fee may apply if Home Phone Starter or Home Phone Plus is cancelled before the end of a fixed 12-month or 24-month term. See the Early Termination Fee section below.
Notice Period	Notice requirements will be confirmed in UBB terms or the accepted service agreement. Add-ons may require notice and may be removed only where the underlying service remains eligible.
Customer Responsibilities	Customer must keep broadband active, provide power, maintain compatible equipment, advise UBB of number porting information, ensure alarm/device compatibility, and tell UBB if anyone at the premises may rely on the phone service for 111 emergency calling.
Effects on other services	Services that rely on the phone line may stop working during a power, broadband or VoIP outage. Customers should arrange backup power, mobile coverage or alternative services for critical needs.

Early Termination Fee / Service Termination Fee

This section is intended for customer disclosure. UBB should confirm that the displayed fee table matches the selected plan, monthly charge, contract term, promotional benefits, hardware, add-ons and customer agreement before sign-up.

Item	Information
Covered services	This section applies to UBB Home Phone Starter and UBB Home Phone Plus where the customer enters a fixed-term agreement. One-month NZ mobile calling add-ons generally do not have a fixed-term service termination fee unless an accepted agreement states otherwise.

12-month contract	If the service is cancelled during a 12-month contract, UBB may charge the full monthly plan price for each remaining month of the 12-month contract.
24-month contract	For a 24-month contract, the ETF is calculated as the full monthly plan price for each remaining month before the final 12 months, plus 25% of the monthly plan price for each month remaining in the final 12 months.
Equipment and promotions	Rental, UBB-owned or subsidised equipment must be returned or made available for recovery. Non-returned, incomplete or damaged equipment may be charged at replacement cost. Promotional credits, discounts and bundle benefits may be forfeited on early termination.
Customer access	During a fixed-term contract, UBB should make the remaining contract term and estimated ETF payable at the next invoice date easy to access through the customer portal, invoice, customer support, IVR or another suitable channel.

Service Termination Fee example - 12-month Home Phone Starter

Months remaining	Example fee	Months remaining	Example fee
12	\$180.00	5	\$75.00
11	\$165.00	4	\$60.00
10	\$150.00	3	\$45.00
9	\$135.00	2	\$30.00
8	\$120.00	1	\$15.00
7	\$105.00	0	\$0.00
6	\$90.00		

Example based on a \$15/month Home Phone Starter service. Actual charges may vary depending on the customer monthly plan price, contract term, equipment, promotions and customer agreement.

Service Termination Fee example - 24-month Home Phone Starter

Months remaining	Example fee	Months remaining	Example fee
24	\$225.00	11	\$41.25
23	\$210.00	10	\$37.50
22	\$195.00	9	\$33.75
21	\$180.00	8	\$30.00
20	\$165.00	7	\$26.25
19	\$150.00	6	\$22.50
18	\$135.00	5	\$18.75
17	\$120.00	4	\$15.00
16	\$105.00	3	\$11.25
15	\$90.00	2	\$7.50
14	\$75.00	1	\$3.75

13	\$60.00	0	\$0.00
12	\$45.00		

Example based on a \$15/month Home Phone Starter service. In the final 12 months, the example fee reduces to 25% of the monthly plan price for each remaining month. Actual charges may vary.

Service Termination Fee example - 12-month Home Phone Plus

Months remaining	Example fee	Months remaining	Example fee
12	\$300.00	5	\$125.00
11	\$275.00	4	\$100.00
10	\$250.00	3	\$75.00
9	\$225.00	2	\$50.00
8	\$200.00	1	\$25.00
7	\$175.00	0	\$0.00
6	\$150.00		

Service Termination Fee example - 24-month Home Phone Plus

Months remaining	Example fee	Months remaining	Example fee
24	\$375.00	11	\$68.75
23	\$350.00	10	\$62.50
22	\$325.00	9	\$56.25
21	\$300.00	8	\$50.00
20	\$275.00	7	\$43.75
19	\$250.00	6	\$37.50
18	\$225.00	5	\$31.25
17	\$200.00	4	\$25.00
16	\$175.00	3	\$18.75
15	\$150.00	2	\$12.50
14	\$125.00	1	\$6.25
13	\$100.00	0	\$0.00
12	\$75.00		

Support Scope and Service Responsibility

Area	Home Phone Starter	Home Phone Plus	Mobile calling add-ons
Management model	Residential VoIP home phone	Residential VoIP home phone	Calling allowance or per-minute NZ

	service over UBB broadband.	service over UBB broadband.	mobile calling option added to an eligible voice service.
Broadband required	Yes. Requires active compatible UBB broadband.	Yes. Requires active compatible UBB broadband.	Requires an eligible UBB Home Phone service.
Hardware	Compatible router, ATA or VoIP setup may be required.	Compatible router, ATA or VoIP setup may be required.	No separate hardware unless required for the underlying home phone service.
Support boundary	UBB supports the supplied VoIP service and UBB-supplied configuration. Customer-owned devices, alarms and internal wiring may be outside standard support.	UBB supports the supplied VoIP service and UBB-supplied configuration. Customer-owned devices, alarms and internal wiring may be outside standard support.	UBB supports activation and billing of the add-on. Usage and included allowance depend on the selected add-on.
Best for	Customers wanting a basic home phone line over broadband.	Customers wanting a higher home phone plan option over broadband.	Customers making NZ mobile calls from their UBB home phone service.

Complaints, Disputes and Terms

Item	Details
Complaints	Information about UBB customer complaints process is available through UBB customer support and the UBB website.
Disputes	UBB customers may be able to raise eligible telecommunications disputes through the Telecommunications Dispute Resolution scheme at www.tdr.org.nz , if applicable.
111 Contact Code	Customers who may be vulnerable or unable to contact 111 during a power failure should contact UBB before sign-up or as soon as their circumstances change. UBB should provide information about vulnerable consumer options and the 111 Contact Code.
Full terms	This Product Description is a summary only. The full legal terms and conditions for UBB services are available on the UBB website and should be read before sign-up.
Document control	This document should be reviewed and updated whenever plan pricing, setup charges, contract terms, ETF rules, calling inclusions, toll rates, hardware, number porting, 111 Contact Code process or support scope changes.