

# Residential Whole Home Wi-Fi monthly router instalments plan

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## Service Terms

These Service Terms form part of your Agreement with NOW and should be read in conjunction with NOW's Residential Customer Terms and Conditions which can be found at:

<https://www.nownz.co.nz/terms-conditions/residential-terms-and-conditions/>.

In the event of any inconsistency between these Service Terms and any other clause of the Agreement, these Service Terms take precedence.

### 1. Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW residential customers. In this agreement, we have used "we" or "us" for NOW providing services for you, "you" for the customer and "service" or "services" to cover all goods and services of any kind we provide and anything else we do.

The following Terms apply to our customers who purchase a Whole Home Wi-Fi router kit and decide to pay by monthly instalments.

### 2. Whole Home Wi-Fi Router monthly instalment payment options

NOW Whole Home Wi-Fi kits can be paid as a one-off payment or by monthly instalments as part of your NOW Broadband. The payment options are as follows:

#### TP Link Deco M4 2 pack or 3 pack

- One single upfront payment
- 12 monthly payments
- 24 monthly payments

### 3. Service terms

1) When you pay for your Whole Home Wi-Fi router on a monthly instalment plan, you agree to pay the full amount due under the plan regardless of whether you remain a NOW Broadband customer. If you cancel your services before clearing the balance owing on the monthly instalment plan, the outstanding balance will be added to your final bill. Failure to repay any outstanding balance related to your Whole Home Wi-Fi router will result in NOW taking debt collection proceedings against you for the outstanding balance and any associated collection costs.

2) Once you have received the Deco M4s they are yours and you must take full responsibility for them.

3) You agree, if requested, to pay your bill (broadband and whole home Wi-Fi router instalment plan) by monthly Direct Debit.

4) You agree to provide, if requested, a form of photo identification such as a passport or driver's license which may be used for credit checking purposes.

5) You need to download the TP Link Deco app to your smart phone/tablet to set up and manage your Deco Whole Home Wi-Fi kit.

6) You will have a 3-year warranty on your TP link Decos from the day they were despatched.

7) If you require any technical assistance, you can contact NOW's Technical Support team on 0800 438 669 Mon-Fri 8am-9pm, Sat-Sun 9am-5.30pm, or email [help@nownz.co.nz](mailto:help@nownz.co.nz) and one of our representatives will be in contact to help you.