

Farmside Disconnection Fees

The following disconnection fees apply to each Farmside service when cancelling your Fixed Term Agreement prior to the minimum term expiry date.

A minimum of 30 days' notice is required to cancel your Fixed Term Agreement.

Refer the Standard Terms and Conditions for further details regarding the cancellation of your Fixed Term Agreement.

The following fees apply based the number of months you have had your service from the date of your agreement. All fees are GST inclusive.

1. **Satellite Broadband (IPSTAR)** - disconnection fees apply:

< 6 months \$573.85

>6 -12 months \$458.85

>13-24months \$343.85

> 24 months no charge or \$228.85 if in a 36 month term

Satellite Broadband (Optus) - disconnection fees apply:

<12 months \$983.25

>13-24months \$458.85

> 24 months no charge

Satellite Broadband (Optus with existing contract) - disconnection fees apply:

<12 months \$983.25

>13-24months \$458.85

> 24 months no charge

2. **Wireless Broadband and Wireless Broadband and Phone** - disconnection fees apply:

Full install (Modem and outdoor equipment professionally installed by Farmside)

< 6 months \$573.85

>6 -12 months \$458.85

>13-24months \$343.85

> 24 months no charge

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Self-Install (Customer installed, modem only)

< 12 months \$299.00

>13-24months \$99.00

> 24 months no charge

Re-sign 2 Promotion (Special Disconnection Fees)

< 6 months \$349.00

>6 -12 months \$329.00

>13-24months \$229.00

> 24 months no charge

Lost equipment fee: In the event you cancel a Self-Install service and you are required to return the modem equipment which has been provided as part of the service. If the equipment is not received by Farmside within 15 days from the date of last usage, you will be charged the lost equipment fee of \$299.00

3. **Ultra Rural Wireless** - disconnection fees apply:

\$575 if cancelled within the minimum service term

4. **Farmside Wireless Broadband** - disconnection fees apply:

< 6 months \$573.85

>6 -12 months \$458.85

>13-24months \$343.85

> 24 months no charge

5. **ADSL Broadband** - disconnection fees apply:

< 12 months \$228.85

6. **Homeline** - disconnection fees apply:

< 12 months \$113.85

7. **Haast Broadband** - disconnection fees apply:

Wireless

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< 6 months \$573.85

> 6-12 months \$458.85

> 13-24 months \$343.85

ADSL

< 24 months \$228.85

8. Chatham Islands Broadband - disconnection fees apply:

Wireless

< 6 months \$573.85

> 6-12 months \$458.85

> 13-24 months \$343.85

ADSL

< 24 months \$228.85

9. Rotorua ADSL Broadband - disconnection fees apply:

< 24 months \$228.85

10. Farmside Mobile - disconnection fees apply

Mobile Lite \$23.00

Mobile Regular \$40.25

Mobile Plus \$57.50

11. Farmside Voice – disconnection fees apply

There is a minimum 3 month term for the Farmside Voice service, even if you disconnect the service, or do not use the service, within that period you must still pay the monthly rental fee of \$20.00 plus all calling charges up to the date the service is disconnected.

Lost equipment fee: Where the ATA has been provided at no charge and you cancel the service prior to the 3 month minimum term the ATA must be returned at your cost. If the ATA is not received by Farmside within 15 days from the date of last usage, you will be charged the lost equipment fee of \$124.99

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