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Dear Customer,

In December, the Commerce Commission announced a significant increase in the amount we pay Chorus to connect you to the copper network. This is extremely disappointing and means we need to increase some of our prices accordingly.

A large part of the price customers pay for fixed phone lines and broadband is the amount we pay Chorus to connect you to the copper network. On 16 December, this went up by far more than anyone in the industry was expecting. We have tried to take this price increase upon ourselves as much as we could to avoid affecting your bill. Unfortunately, when you combine this higher network charge with other increased costs for us, we need to put up the price a little bit on some of our plans.

All of our ADSL and VDSL broadband plans will increase by \$5 (including GST for residential customers; excluding GST for business clients) per month from 1st of February bills onwards. This price will not affect the first 6 months terms of who joined us between 01/01/2016 to 31/01/2016.

We apologize for the above change. Should you have any question, please feel free to contact us on 0800 00 1919.

Thank you for your support.

Kind Regards

Telnet Account Team

亲爱的客户，您好！

在去年 12 月时，新西兰商业协会发布了各家电信服务商所支付给 Chorus（新西兰线路管理公司）铜线线路费用需要显著上调的通知。不只是我们，整个行业都对这个价格上调感到非常失望，因为这意味着我们不得需要相应的上调一点我们所有基于铜线所提供的服务的价格。

您作为客户平时给我们支付的电话及宽带费用中的很大一部分是由我们转付给 Chorus，从而能让您接入他们所管理的铜线线路网络中的。去年 12 月 16 日的这次价格上调远远超过业内所有人士的预期，遗憾的是我们对此并没有任何的控制力或商量的余地。同时，我们也努力尽可能自己来承担这笔费用的上调，以避免影响到您的账单。所以当 Chorus 价格上调后，我们并没有马上调整我们的价格。然而不幸的是，当这笔网络费用的上调加上其他成本的增加时，我们也终于不得不相应的微调我们部分服务的价格了。

我们所有的 ADSL 和 VDSL 相关套餐的价格都将于 2016 年 2 月 1 日起略微上调每月 \$5(民用客户含税；商业客户不含税)。UFB 光纤价格维持不变。对于在 2016 年 1 月 1 日至 31 日内刚加入我们的新入客户，此次价格调整并不会在您前 6 个月的账单内体现。

对此调整，我们深表抱歉。若您有任何疑问，请随时拨打中文服务热线 0800 00 1919 致电我公司。感谢您长期以来对我公司的支持！

此致

敬礼

Telnet Telecommunication
新西兰网通电信