

Auckland Transport – ‘AT HOP WiFi’ Terms and conditions

The Service (this word has the same meaning as that given in Spark’s Terms and Conditions) is made available by Spark or a related company thereof “Spark” and is subject to Spark’s Terms and Conditions. Auckland Transport does not warrant or make any representations of any kind (express or implied) in regard to the Service and disclaims any liability to the fullest extent permissible. In any case Auckland Transport shall not be responsible for and disclaims any liability for any indirect, incidental, consequential or special damages, caused by or in connection with the use of or inability to use or access the Service. For the avoidance of doubt, nothing in these terms and conditions is intended to exclude consumers’ rights under the Consumer Guarantees Act 1993. These terms and conditions should be read subject to these rights.

1. In order to access the Service, AT HOP cardholders must have:
 - a. a valid AT HOP card*
 - b. registered their AT HOP card (see AT.govt.nz/athop for registration information)
 - c. topped up or used their AT HOP card for travel within the last 5 days, excluding the day when the WiFi is used.
 - i. If:
 - your AT HOP card has a negative balance; and/or
 - you have not used your AT HOP card within the last 5 days; and/or
 - you have not used your AT HOP card for a period of 5 days, and then you use it again,
It may take up to 48 hours for your Wi-Fi access to be restored from the time of top up and/or travel.
 - d. an account balance on their AT HOP card that is not in debit (the stored value in the AT HOP card, including AT HOP Money, is not less than \$0, after the card is last tagged-off)
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 - you have not used your AT HOP card for a period of 5 days, and then you use it again,
It may take up to 48 hours for your Wi-Fi access to be restored from the time of top up and/or travel.
 - e. The conditions in clause 1 above do not apply to the 10 minute Service trial

* The AT HOP card is not blacklisted / blocked. Reasons for an AT HOP card to be blacklisted are, but not limited to:

- Fare evasion
- Fraudulent use
- Technical fault
- Surrendered card

- Operator request
 - Lost / Stolen card
 - Damaged card
2. Auckland Transport will only disclose to Spark such personal information required to access to the Service and otherwise in accordance with the Auckland Transport Privacy Policy.
 3. Use of the Service and the acceptance of the Service Terms and Conditions is separate to subscription for Auckland Transport information and newsletters.
 4. If a user of the Service is found to be accessing inappropriate and/or offensive material, Auckland Transport reserves the right at its sole discretion to withdraw access to the Service without notice.
 5. The maximum number of devices that can use WiFi in connection with an AT HOP card is two.
 6. A data usage cap of 1GB per day will apply for registered AT HOP cards. Customers without an AT HOP card will be able to connect to the free WiFi service for 10 minutes a day.

You can read the full terms of use of the AT HOP cards, the registered prospectus relating to the AT HOP cards and other information regarding the AT HOP cards on our website or at the Transport Information Centre, Britomart.

The obligations of Auckland Transport under the AT HOP cards are unsecured.
AT.govt.nz/athop

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