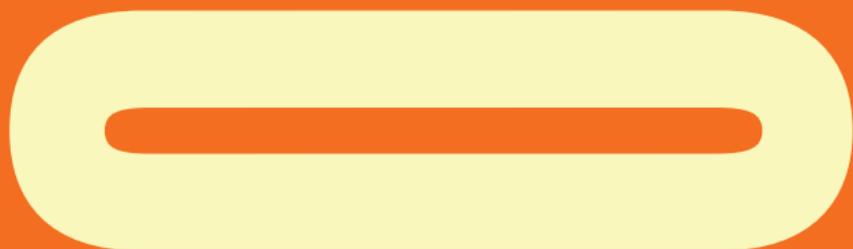




Jump

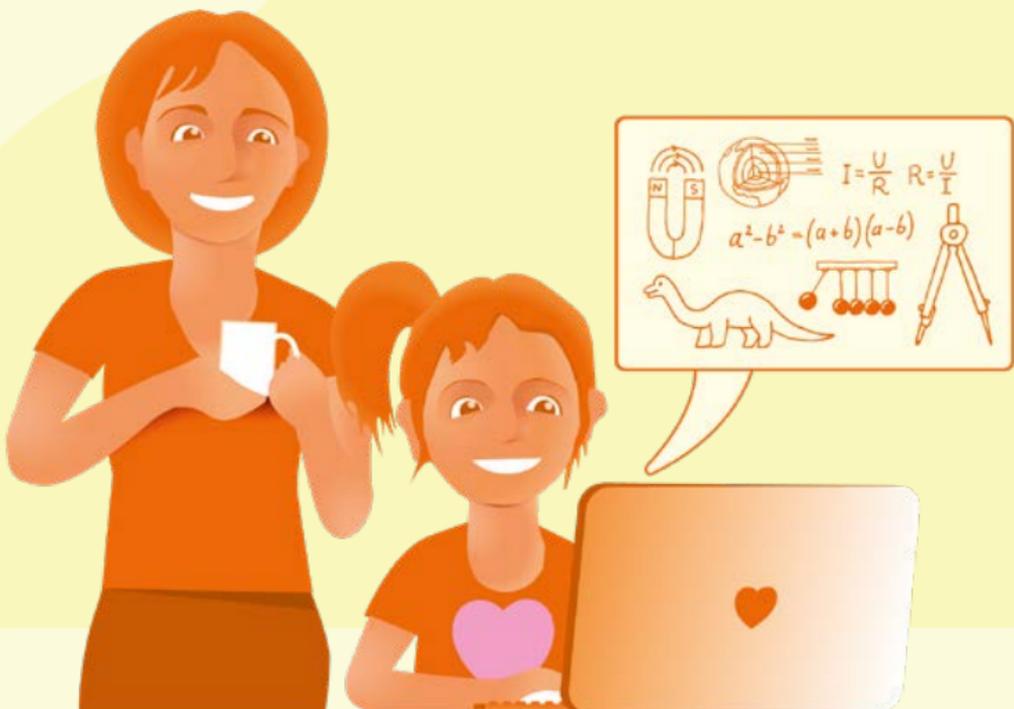


Welcome to
Skinny Jump!



Skinny

Jump



From \$5
a month



Free modem with
35GB included



Bonus 15GB
every month



No contracts -
top up as you go

Welcome to Skinny Jump!

Skinny Jump is a programme designed to help more New Zealanders get access to affordable broadband at home.

At Skinny, we believe every New Zealander deserves to have opportunities to learn and thrive in the modern digital economy.

Skinny Jump is a programme which brings heavily subsidised home broadband to thousands of New Zealanders at risk of being digitally excluded.

Jump is a highly flexible pre-paid scheme, offering 35GB of data for just \$5, a quarter of the price of the cheapest commercial services available.

In this guide, we will take you through how to sign up to Jump, set up your modem, top up and renew your Jump plan.



If you need help with anything in this guide, call 0800 4SKINNY (0800 475 4669).

Contents

Click on any section below to jump straight to the information you're looking for.

Get prepared _____	5
Connecting up your modem _____	6
Signing up to Skinny Jump _____	9
The Jump app _____	10
Signing up using the app _____	11
Topping up using the app _____	13
Buying Jump data using the app _____	14
Signing up on a desktop computer _____	15
Topping up and renewing your Jump plan _____	17
15GB bonus data _____	20
Staying safe online _____	21
FAQs _____	22
What happens if I move house? No longer need Skinny Jump? How does the plan cap work? My household needs more than 210GB a month, can I use Skinny Jump? If my data runs out, can I still top up online from my Skinny Jump connection? How do I change my Wi-Fi password?	



Get prepared

An email address is required to sign up for Skinny Jump.

If you do not have an email address you can create one by visiting accounts.google.com/signup and sign up to create a Gmail account. Make sure to keep your username and password somewhere safe and secure as you are going to need it later on.

Important

If you already have an email address that you have not used for Skinny, set up your Skinny Jump account now so that you are ready for the next steps.

If you already have a Skinny account (e.g. for mobile) and are signing up on a desktop computer, you will need to create a new one for Jump.



Connecting up your modem

Skinny Jump Modem

Step 1

Plug your modem into a power point using the black power cord (the one with a power adaptor).

Put your modem in a good place and power up.

For the best connection, pop the modem on a windowsill or close to a window and away from other electrical devices to give it some breathing space.





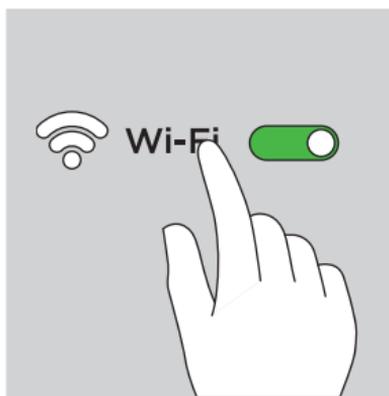
Step 2

Tap the **Settings** icon on your smartphone, tablet or laptop. It usually looks like a mechanical cog wheel.



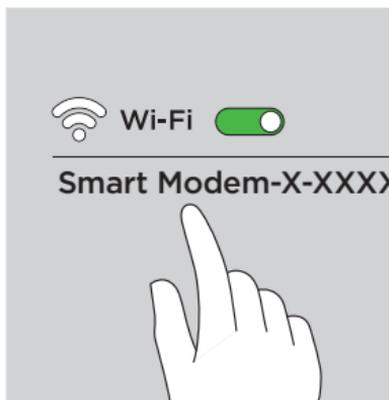
Step 3

Scroll through the list of settings until you find **Wi-Fi** (on an iPhone it may also be listed under **Connections**; on Android devices it may be under **Wireless & Networks**).



Step 4

If the Wi-Fi button isn't already set to ON, swipe the control to the right. Then tap the word **Wi-Fi**. This will open a list of nearby networks. (Some devices will show the list automatically.)



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Connecting the modem



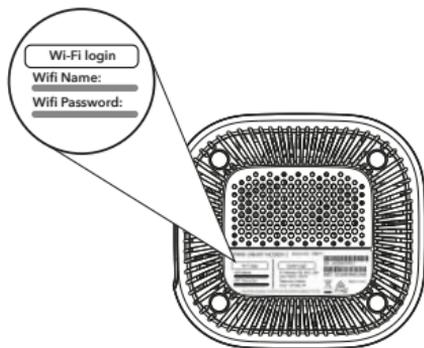
Choose the Skinny network by tapping it. It will be called **Smart Modem-X-XXXXXXXXXX** (these numbers are just an example and yours will be different from these).



Please note that the network might say Spark, Skinny.

Step 5

Enter the password (WIFI PASSWORD) by tapping the password field. Then type the WIFI PASSWORD found underneath your modem (it is case sensitive).

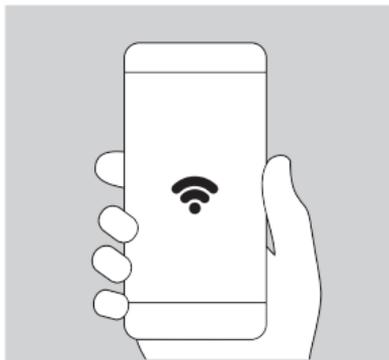


Bottom of modem

Step 6

If you have entered it correctly you will see the word 'connected.' If not, try again. Make sure to type it in exactly how it's written on the modem.

You're set to go!





Signing up to Skinny Jump

You can sign up to Skinny Jump using the Jump app for smartphones, or on a laptop or desktop computer.



! Before going through these steps, please make sure you:

- 1 have connected your modem and downloaded the Skinny Jump app;
- 2 can access your email account from your smartphone.

Note: If you have connected your smartphone to your Jump modem, these steps will start using your free 30GB of data.

Download the Jump app



Through the Jump app you can sign up and connect to

Skinny Jump, top up your account, purchase data and check how much data you have remaining. It's a Jump one-stop shop!

To download the app you will need a smartphone.

For Android™ smartphones:

- 1 Go to the Google Play store
- 2 Search for “Skinny Jump”
- 3 Tap **Install**

For Apple iPhones:

- 1 Go to the App Store
- 2 Search for “Skinny Jump”
- 3 Tap **Get** and then **Install**
- 4 Once installed, tap the **Open** button to access the app.



Android is a trademark of Google LLC. Google Play and the Google Play logo are trademarks of Google LLC. Apple and the Apple logo are trademarks of Apple Inc.

Signing up using the app



Step 1

Enter your email

Tap **Sign up**, then **Get started**. When you enter your email, please double check that you have entered it correctly before selecting **Next**

Step 2

Set a Password

Your password must have at least 8 characters and contain at least one capital letter, number and special character.

You will need this password in the future so make sure you note it down somewhere safe.

Step 3

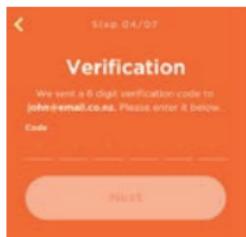
About you

Enter your first and last name.

Step 4

Verification

For this step, you will need to access your email account on your smartphone and open an email from Skinny asking you to verify your account. In the email there is a 6 digit code. Enter this code on the app.



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Signing up using the app

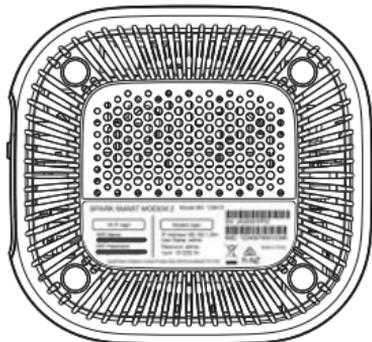


If you did not receive the email check your junk/spam folder. You can also select 'Resend code' in the app to send the email again.

Step 5

Activate your modem

Enter the broadband number and verification code that can be found underneath your modem.



Bottom of modem

Step 6

More info

Enter your phone number and date of birth. Tap the link to read the Skinny Jump terms and conditions. Then, tap the circle to confirm that you have read them.

Step 7

Address

Enter your address into the search bar and press **Finish**

If your address is not coming up, try writing it in a different way, e.g. instead of 4/200 Lake Road try Flat 4, 200 Lake Road.

✔ You're all done. Welcome to Skinny Jump!

Topping up using the app



Top up with voucher

Vouchers can be purchased from most dairies, supermarkets and service stations throughout the country. Ask for a \$5 Skinny top-up voucher.

If you use a pre-paid phone, you will find it a familiar process.

- 1 On your app home page select **Account Balance** and then select **Top Up**
- 2 Enter your 12-digit voucher number and then select **Top up**

Top up with card

You will need a debit or credit card.

- 1 Slide the thumbprint to select the amount you would like to top up then select **Continue**
- 2 Enter your card details and select **Continue**

The CVC number can be found on the back of your debit or credit card.



- 3 Double check your card details and then select **Confirm top up**

Buying Jump data using the app



- 1 After you have topped up, select **Buy Jump data**
If you are on the home screen you can also select **Get more data**
- 2 Select the 35GB Jump data plan
- 3 Select **Buy**
- 4 On your dashboard you should now see that 35GB has been added to your account. **Unused data expires after 30 days.**



A new 35GB Jump plan will automatically be added to your account **30 days** after your last purchase, but only if you have enough credit in your account.



Remember that you can only purchase up to **6 plans** each calendar month.

Signing up on a desktop computer



! Before going through these steps, please make sure you:

- 1 have connected your modem;
- 2 can access your email account from your computer.

Note: If you have connected your computer to your Jump modem, these steps will start using your free 35GB of data.

Step 1

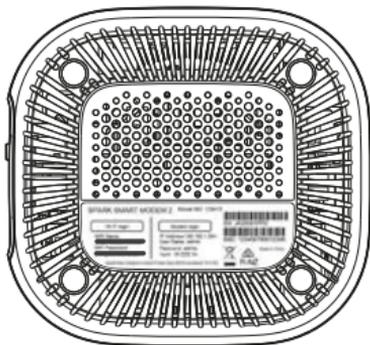
Go to www.skinny.co.nz/jump-register to activate your broadband modem and click **Get started now**

Step 2

Select the **Broadband** tab.

Step 3

Enter the broadband number and verification code that can be found underneath your modem, and then click **Activate**



Bottom of modem

Continued on next page

Signing up on a desktop computer



Step 4

To continue the sign-up process, we'll need a few details about you. Please complete the form on the sign-up page.

Optional: This can be done automatically with your Google or Facebook account by clicking 'Sign Up with Facebook/Google.'

Please note that the delivery address on the form is your home address.

! Please **double check your email address is correct.**

Step 5

Once you've registered, you will receive an email asking to verify your account.

Sign in to your email account and open the email from Skinny (if you can't find it, check your junk/spam folder).

Step 6

Click **Click here** to verify your account.

Step 7

Once verified, you will receive a thank you email. Now you can log in to the Skinny website and check out your new **Skinny Dashboard**.

✓ You're all done. Welcome to Skinny Jump!

Topping up and renewing your Jump plan



Step 1

Buy a \$5 top-up voucher

Vouchers can be purchased from most dairies, supermarkets and service stations throughout the country. Ask for a \$5 Skinny top-up voucher.

If you use a pre-paid phone, you will find it a familiar process.



Remember that you can only purchase up to 6 plans each calendar month.

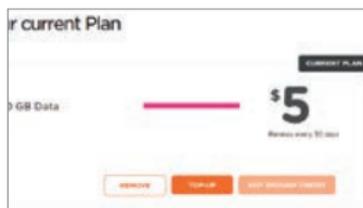
Step 2

Log in to your account

Go to the Skinny website skinny.co.nz and click the **Login** button at the top of the web page.

This will take you to your Dashboard where you can click on the **Top-Up** icon.

Set the orange slider to **One-off Top-Up**.



Step 3

Broadband number

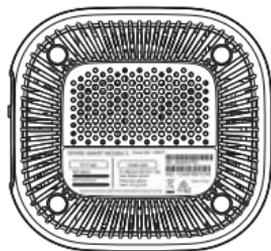
Your Skinny broadband number should show automatically at the top of your Dashboard. If not, type it into the grey box.

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Topping up and renewing your Jump plan



Your broadband number is listed on a sticker underneath your modem.

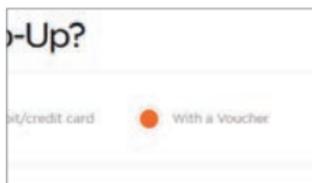


Bottom of modem

Step 4

Enter voucher number

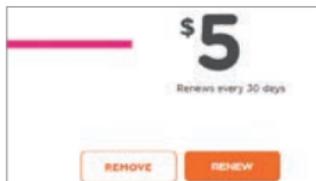
Click **With a Voucher** button. Type in your 12-digit voucher number found on the voucher you bought from a store, then click **Proceed**



Step 5

Renew Jump plan

Once you've topped up your account, select the \$5 plan, then select **Renew**



Please note that the Jump plan is referred to as the \$5 plan.

Your modem will now be topped up with 35GB ready for use. **Unused data expires after 30 days.**

! A new 35GB Jump plan will automatically be added to your account **30 days** after your last purchase, but only if you have enough credit in your account.



You can purchase up to 6 plans per month

This means you can purchase six lots of 35GB per month. Head to the FAQs at the back of this booklet if you want to know more.



Even if you have used up all your data, you can still access the Skinny website and app to top up your account.

Please note the 'or!'

These figures are only approximations.

45hrs

of browsing the web and sending emails

...or make

30hrs

of video calls
(using voice & video, e.g. Skype)

...or listen to

3000

songs

15GB bonus data

Your account receives bonus data on the 1st of every month. Here's how you could use your free data:

...or watch

30hrs

of standard definition TV

...or watch

5hrs

of high definition movies

...or make

600hrs

of online audio calls
(e.g. on Skype or FaceTime)



Staying safe online

Antivirus software can do more than just protect you from things like viruses and spyware.

You may also benefit from additional features such as parental control.

This means that you can control what your children get up to online and protect them from inappropriate or harmful content.

Check out the parental control features that come with some of the more popular antivirus software packages.

To learn more about staying safe online, visit netsafe.org.nz

FAQs

For a full list of frequently asked questions, visit skinny.co.nz/jump and go to the Help section.

What happens if I move house?

Call the Skinny Care Team first!

**0800 4SKINNY
(0800 475 4669)**

You can only use your Skinny Jump modem to receive the Skinny broadband service at the location you initially registered.

If we become aware that you are using your Skinny modem at a location other than the address you signed up with, your service might stop working.

This is because we need to be able to manage the network to ensure that all customers using it receive a reliable and consistent service.

If you are moving and would like to use your Skinny Jump modem at your new address, contact us and we will let you know if you can continue to use Skinny Jump at your new place.

No longer need Skinny Jump?

Please call the Skinny Care Team first to de-link your modem. Then return the modem to your local partner where you signed up.

FAQs

How does the plan cap work?

You'll be able to renew the Skinny Jump plan 6 times each month. This means you'll get a maximum of 210GB of wireless 4G data each month. When you try to renew your Skinny Jump plan for the 7th time in a month, you'll get an error message that says you were not successful.

Your Skinny Dashboard will have a reminder that you can only renew your plan 6 times each month.

To see how many times you have renewed your plan in a month, check your purchase history through your Skinny Dashboard on the website (Account History > Usage History > Other), or in the app.

My household needs more than 210GB a month, can I use Skinny Jump?

If you need more than 210GB each month there are other broadband options available, but these do cost more. Because Skinny is prepaid, it's easy to change to another plan or provider. There's no hidden charges.

If you think you may need a different plan or have any questions, contact our Care Team **0800 4SKINNY (0800 475 4669)**.

FAQs

If my data runs out, can I still top up online from my Skinny Jump connection?

Yes, the connection to the Skinny website is zero-rated, which means you always have access to this site and to the app, allowing you to top up at any time.

How do I change my Wi-Fi password?

- 1 Open your internet browser
- 2 Click the address bar and type **http://192.168.1.254** then press enter
- 3 Enter the user name **admin** and password **admin** to log into the web management page
- 4 Once the management page appears, select **Settings** and then **WLAN**
- 5 Next, select **WLAN Basic** settings and change the WPA pre-shared key to a password you'll remember
- 6 Write this down somewhere safe and then press the **Apply** button
- 7 The password should now be changed. All previous users will have to reconnect using the new password.
- 8 **Note** We recommend you connect your modem to your computer using your yellow ethernet cable while changing the Wi-Fi password.



Jump