

# Critical Information Summary Broadband Bundle



## Information About the Service

The Naked ADSL and Home Phone Bundle service is a residential service that allows you to experience the benefits of ADSL2+ speeds without the cost of line rental and includes an optional home phone service. The home phone service is a limited “Voice over Internet Protocol” (“VoIP”) phone service that allows you to make and receive calls using a broadband connection. There is a limit of one MyRepublic home phone service per household. You have the option to not take a home phone service however there is no discount to the monthly plan fee. A private Dynamic IP address comes standard with the Broadband Bundle plan.

### Bundling requirements

MyRepublic does not require that you bundle this service with any other service.

### Equipment

You must purchase a MyRepublic Modem for \$99. Pricing includes delivery. You must provide your own phone handset for use with the Home Phone service.

### Minimum service term

This service comes with the option of either a Month-to-Month plan with no lock in term or a plan with a 12-Month minimum service term.

### Limitations & qualifications

This service is available to residential users, is a residential grade service & may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. This service, including ‘000’ dialling, will not function in the event of a power failure or disruption or an Internet outage. This service is not suitable if you are a customer with a serious illness or life threatening condition, if you require disability services, if you have a back-to-base home alarm system or if you require an uninterrupted phone line. MyRepublic does not offer Priority Assistance with this service. You will not be able to dial Satellite or Premium rate destinations (including but not limited to Immarsat, Thurya or Iridium numbers).

### VoIP Numbering

You can select to transfer your phone number to MyRepublic or we can provide you with a phone number which will be allocated from the number range of your closest capital city (which will be “out of area

number” if you are not located in that city). If you have an out of area number, calls to and from that number will be charged as if you are located in the standard zone unit (calling area) for the number, and you may not be able to port the number to another provider.

### Installation

You may require a technician appointment to have your service installed. You must obtain permission from the owner of the property (if this is not you) and be over the age of 18. We do not support professional installation or in-home wiring.

### Connection Fee

MyRepublic does not charge a connection fee for customers who are transferring an existing service or activating a new service where there is existing Telecommunications Infrastructure.

### Broadband Line Speed

This service is an ADSL2+ service. Actual speeds will vary due to a number of factors such as the distance from an exchange, the network connecting the exchange, your equipment, software and internet traffic. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

## Information About Pricing

### Minimum monthly charge

The minimum monthly charge for your plan is \$69.99 on a 12-Month minimum service term or \$74.99 on a Month-to-Month plan with no lock in term. You pay an additional monthly plan fee for your Home Phone plan and/or amount of calls which are not included in your plan during the month.

### Early Termination Fee (ETF)

Customers on a 12-Month minimum service term, will be required to pay an ETF of \$199 including GST if the service is terminated during the minimum service term. Monthly plan fees are not pro-rated on cancellation.

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Plan Name	Broadband Bundle	Broadband Bundle
Minimum Monthly Charge	\$69.99	\$74.99
Minimum Service Term	12-Month term	Month-to-Month term
Data Allowance	Unlimited*	Unlimited*
Total Minimum Cost over Term	\$840.88	\$173.99

Home Phone Plans	Home Phone Bundle (standard)	Aussie Wide (optional)	International 40 (optional)
Minimum Monthly Charge	\$0.00	\$10.00	\$20.00
Local Calls	Included*	Included*	Included*
National Calls	Included*	Included*	Included*
Calls to Australian Mobiles	\$0.20 per minute + Call Connection Fee	Included*	Included*
Cost of making a two-minute standard mobile call	\$0.60	\$0.00	\$0.00
Calls to 13/1300 Numbers	\$0.35 per call	\$0.35 per call	\$0.35 per call
Call Connection Fee	\$0.20 per timed call	\$0.20 per timed call	\$0.20 per timed call
Included International Calls	Not available		Included* calls to 40 landline and 30 mobile destinations. View rates at <a href="http://myrepublic.com.au/international">myrepublic.com.au/international</a>
Standard International Calls	Per minute rate + Call Connection Fee View rates at <a href="http://myrepublic.com.au/international">myrepublic.com.au/international</a>		

\*Acceptable Use Policy applies.

## Other Information

### Usage Information

To access information about your Home Phone call usage, please log onto MyAccount at [myrepublic.com.au/myaccount](http://myrepublic.com.au/myaccount).

### Customer service

For customer service and to access MyRepublic's internal dispute resolution scheme, please call us on 1300 130 888 or visit [myrepublic.com.au](http://myrepublic.com.au)

### Complaints and Disputes

If you have a problem or complaint about your service, please contact Customer Service for us to assist. If we can't resolve your complaint to your satisfaction you

may forward your complaint to the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. Please note that the TIO will only accept cases where you have attempted to first resolve the issue with MyRepublic. For full contact information visit <http://www.tio.com.au/about-us/contact-us>

### Billing

Your service is invoiced on the same date each month (e.g. 1st of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit [myrepublic.com.au](http://myrepublic.com.au)