

# Critical Information Summary

## Super-Fast nbn™ Bundle



### Information About the Service

The Super-Fast nbn™ Bundle service is a residential broadband internet and optional home phone service over the National Broadband Network (nbn™). 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 Super-Fast nbn™ 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 an nbn™ 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 service connection fee for

customers who are transferring a service or activating a new service. If you are in a new development area and not already connected to the nbn™, a \$300 New Development Charge may also be applied by nbn™.

### Broadband Line Speed

MyRepublic provides the maximum residential nbn™ speed available at your location at time of connection - this is up to the nbn™ 100 Speed Tier (nominal access line speed). This depends on your location and the nbn™ technology servicing your address.

| nbn™ technology | nbn™ Speed Tier     |
|-----------------|---------------------|
| FTTP            | nbn™ 100            |
| HFC             | nbn™ 100            |
| FW              | nbn™ 50             |
| FTTN and FTTB   | nbn™ 50 or nbn™ 100 |

For customers connected to the nbn™ via FTTN or FTTB, your nbn™ Speed Tier will be determined by the maximum theoretical access line speed as advised by nbn™. If your connection cannot achieve speeds up to the nbn™ 100 Speed Tier, we will provision your service on the nbn™ 50 Speed Tier.

The nbn™ Speed Tier stated above are the maximum theoretical access line speed that can be delivered over the nbn™. MyRepublic makes no guarantees of any kind on the actual speed that will be achieved by any individual user as we rely on our supplier to ensure services are provisioned to deliver optimum speeds at all times. Actual speeds may be slower than the nominal access line speed and can vary due to a range of factors such as the content being downloaded by the end-user, your distance and the quality of the copper from the node or basement for FTTN and FTTB services, backhaul networks, and your hardware and software configuration. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### Co-Existence Period

A Co-Existence Period may exist for services using nbn™ FTTB and FTTN. During this period exchange based ADSL and/or special services may co-exist on the same network infrastructure as the nbn™ services. In this case, optimal speeds may not be possible due to interference from equipment or network provided by other services.

### 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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## Early Termination Fee (ETF) - Move Address

If you move address within your minimum service term and your new address passes service qualification for a MyRepublic service, we will roll over the remaining service term to your new address. Standard Relocation Charges apply. If your new address is not eligible for a MyRepublic service, you will be required to pay the ETF if you select to cancel your service.

| Plan Name                    | Super-Fast nbn™ Broadband Bundle   | Super-Fast nbn™ Broadband Bundle |
|------------------------------|--|----------------------------------|
| Minimum Monthly Charge       | \$69.99  | \$74.99                          |
| Minimum Service Term         | 12-Month term  | Month-to-Month term              |
| nbn™ Speed Tier              | MyRepublic provides the fastest nbn™ Speed Tier at time of connection-up to the nbn™ 100 Speed Tier (nominal access line speed). This depends on your location and the nbn™ technology servicing your address. |                                  |
| 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*   |
| 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<br>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)