

Critical Information Summary Unlimited nbn™ Broadband and Home Phone



Information About the Service

The Unlimited nbn™ Broadband 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. A private Dynamic IP address comes standard with the Unlimited nbn™ Broadband 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 you with the maximum nbn™ speed available at your location at time of connection. The maximum MyRepublic nbn™ speed available is up to 100/40Mbps.

The download and upload line speeds stated above are the maximum theoretical line speeds that can be delivered over the nbn™. MyRepublic makes no guarantees of any kind on the actual speeds 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. Speeds that customers experience on these services are affected by a number 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, the hardware, software, 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 \$59.99 on a 12-Month minimum service term or \$69.99 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 for calls which are not included in the relevant plan during the month.

You can select to add the Gamer Package to your Broadband service for an additional \$10 per 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.

Plan	Speed	Minimum Service Term	Data Allowance	Minimum Monthly Charge	Total Minimum Cost over Term
Unlimited nbn™	The maximum nbn™ speed available at your location. This is up to 100/40Mbps.	12-Month Term	Unlimited*	\$59.99	\$720.88
Unlimited nbn™		Month-to-Month Term	Unlimited*	\$69.99	\$168.99

Home Phone Bundles (optional)	Pay As You Go	Aussie Landlines	Aussie Mobile & Landlines	International Plus
Monthly Plan Fee	\$0.00	\$10.00	\$20.00	\$30.00
Local Calls	\$0.20 per call	Included*	Included*	Included*
National Calls	\$0.20 per min + Call Connection Fee	Included*	Included*	Included*
Calls to Australian Mobiles	\$0.20 per min + Call Connection Fee	\$0.20 per min + Call Connection Fee	Included*	Included*
Cost of making a two-minute standard national mobile call	\$0.60	\$0.60	\$0.00	\$0.00
Calls to 13/1300 numbers	\$0.35	\$0.35	\$0.35	\$0.35
Call Connection Fee	\$0.20 per timed call			
Calls to included International destinations	Per minute rate + Call Connection Fee View rates at myrepublic.com.au/international			Included* International Calls to 40 landline destinations and 30 mobile destinations
Calls to International Destinations	View rates at myrepublic.com.au/international			

*MyRepublic Acceptable Use Policy applies.

Other Information

Usage Information

To access information about your Home Phone call usage, please contact Customer Service for further information and assistance or go to myrepublic.com.au/usage

To help you manage your Home Phone call usage, we will send you an email alert if you spend \$50 of out of plan voice usage and will contact you and temporarily bar you if you reach \$100 of out of plan usage. You can contact Customer Service to discuss your plan options.

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

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 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