

# Critical Information Summary Unlimited nbn™ 50 (Existing Customers Only)



## Information About the Service

The Unlimited nbn™ 50 service is a residential internet service over the nbn™. This service comes with a private Dynamic IP address.

The service has the following options:

- Home Phone using Voice over Internet Protocol (“VoIP”) that allows you to make and receive calls using an internet connection.
- Ability to upgrade to the nbn™ 100 tier.
- Ability to upgrade to Static IP via Gamer Add-On.

**Eligibility:** This offer is available to selected active customers who signed up with MyRepublic between 15/11/2016 and 31/08/2017.

**Bundling requirements:** MyRepublic does not require that you bundle this service with any other service.

**Minimum service term:** Month-to-Month.

**Equipment:** You must use a MyRepublic supplied Modem. To use the phone service, you will need to provide your own compatible handset.

**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) , and you may not be able to port the number to another provider. 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.

**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 offer 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™ and on-charged by MyRepublic.

**Broadband line speed:** MyRepublic provides the choice of either the nbn™ 50 or 100 tier (nominal access line speed). This depends on your location and the nbn™ technology servicing your address at time of connection.

For customers connected to the nbn™ via FTTN or FTTB, at service qualification we provide information on nbn's™ estimated nominal access line speed available at your location at time of connection. This will determine the nbn™ tiers from which you can select at sign up. FTTN and FTTB speeds to be confirmed when active, you can downgrade your tier to the nbn™ 50 by contacting Customer Service.

The nbn™ tiers stated above are the maximum theoretical access line speeds 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, your speed may be affected due to interference from equipment or network provided by other services.

## Information About Pricing

**Minimum monthly charge:** The minimum monthly charge for the Unlimited nbn™ 50 is \$69.99 and \$79.99 for the Unlimited nbn™ 100. You pay an additional monthly plan fee for any Value Added Services or calls which are not included in your plan.

**Move address:** For information on the process and charges when moving address view our [One Off-Charges](#).

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Plan Name	Unlimited nbn™ 50 Flexi
Minimum monthly charge	\$69.99
Minimum service term	Month-to-Month
nbn™ Tier	nbn™ 50
Data allowance*	Unlimited
Replacement Wi-Fi Hub+	\$120.00
Total minimum cost over term	\$69.99
Optional upgrade to nbn™ 100	+\$10.00 per month

Plan Name	Home Phone Bundle	Aussie Wide	International 40
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	Included*	Included*
Cost of making a two-minute standard mobile call	\$0.60	\$0.00	\$0.00
Calls to 13/1300	\$0.35 per call	\$0.35 per call	\$0.35 per call
Call connection	\$0.20 per timed call	\$0.20 per timed call	\$0.20 per timed call
Included international calls	N/A		Included* calls to 40 landline and 30 mobile destinations. <a href="#">View rates.</a>
Standard international calls	Per minute rate + Call Connection Fee. <a href="#">View rates.</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 [tio.com.au/about-us/contact-us](http://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)