

### Information About the Service

The service is a residential internet service over the nbn™ available to new customers. 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 Static IP via Gamer Add-On.

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

**Minimum service term:** Month-to-Month, 12 months or 24 months.

**Equipment:** You must purchase a modem from MyRepublic. The applicable charge is specified in the table on page 2. 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. 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 (in which case a charge of \$25 inclusive of GST is applicable) 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 two nbn™ plans: The Unlimited Essential and the Unlimited Premium. When you service qualify your address, we will provide you with an indication of expected access line speed based on the information from nbn™ and the technology servicing your address. This will determine the available plans from which you can select at sign up.

The Unlimited Essential Plan is associated with the nbn™ 50 product which provides a maximum access line speed of 50Mbps (download) and 20Mbps (upload).

The Unlimited Premium Plan is associated with the nbn™ 100 product which provides a maximum access line speed of 100Mbps (download) and 40Mbps (upload).

^nbn™ 50 and nbn™ 100 refers to nominal access line speed. Speeds on both plans are variable and you will typically experience slower speeds than the maximum access line speed available on your Plan, particularly during peak times (7-11pm). Your speed will vary based on the technology connecting your location to the nbn™ and will vary for a number of reasons including the content being downloaded by the end-user, your distance and the quality of the copper from the node, basement or curb for FTTN, FTTB and FTTC services, backhaul networks (including the performance of interconnecting infrastructure not operated by MyRepublic), 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, FTTN and FTTC for 18 months from when nbn™ became available in that area. 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 Essential Plan is \$69.99 and \$84.99 for the Unlimited Premium Plan. You pay an additional monthly plan fee for any Value Added Services or calls which are not included in your Plan.

**Early Termination Fee (ETF):** Customers on a 12 or 24 Month term will be required to pay a maximum ETF of up to \$110 (12 month term) or \$230 (24 month term) if the service is terminated during the minimum service term. The ETF will be pro-rated by the number of full months remaining in the minimum service term (equating to \$10 per month remaining). Customers may cancel their service at any time by giving MyRepublic up to 30 days’ notice. Monthly plan fees are not pro-rated on cancellation.

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

## Critical Information Summary nbn™ Plans



Plan Name	Unlimited Essential Plan Flexi	Unlimited Essential Plan 12 Month term	Unlimited Essential Plan 24 Month term
Minimum monthly charge	\$69.99	\$69.99	\$69.99
Minimum service term	Month to Month	12 Month Term	24 Month Term
nbn™ Tier <sup>^</sup>	nbn™ 50		
Data allowance*	Unlimited		
Wi-Fi Hub+	\$120.00	\$60.00	\$1.00
Total minimum cost over term	\$189.99	\$899.88	\$1680.76
Optional upgrade to nbn™ 100	+\$15.00 per month		

Plan Name	Unlimited Premium Plan Flexi	Unlimited Premium Plan 12 Month term	Unlimited Premium Plan 24 Month term
Minimum monthly charge	\$84.99	\$84.99	\$84.99
Minimum service term	Month to Month	12 Month Term	24 Month Term
nbn™ Tier <sup>^</sup>	nbn™ 100		
Data allowance*	Unlimited		
Wi-Fi Hub+	\$120.00	\$60.00	\$1.00
Total minimum cost over term	\$204.99	\$1079.88	\$2040.76

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:** You can access information about your Home Phone call usage 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)

**Plan changes:** You can change your nbn™ tier by moving to a different MyRepublic nbn™ plan. There are no penalties or fees for moving between plans. You can change your plan once per billing cycle, your plan change will take affect on your bill cycle date.

**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)