

## Information About the Service

The Naked ADSL and Home Phone Bundle service is a residential internet 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 internet connection. This service comes with a private Dynamic IP address.

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

**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.

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

**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. You will not be able to dial Satellite or Premium rate destinations (including but not limited to Immarsat, Thurya or Iridium numbers).

**Priority Assistance:** MyRepublic does not offer Priority Assistance. This service, including '000' dialling and other emergency numbers 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. Telstra can provide this service.

**VoIP numbering:** You can select to transfer your phone number to MyRepublic (a porting charge of \$25 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 an "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 a technician appointment to have your service installed. You must obtain permission from the owner of the property (if this is not you) and someone over the age of 18 needs to be in attendance. We do not offer 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. You pay an additional monthly plan fee 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

## Unlimited ADSL



Plan Name	Unlimited ADSL Flexi	Unlimited ADSL 12 Month Term	Unlimited ADSL 24 Month Term
Minimum monthly charge	\$69.99	\$69.99	\$69.99
Minimum service term	Month to Month Term	12 Month Term	24 Month Term
Data allowance*	Unlimited		
Wi-Fi Hub+	\$119.00	\$60.00	\$1.00
Postage and handling	\$10.00		
Total minimum cost over term	\$198.99	\$909.88	\$1690.76

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. <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)