

Critical Information Summary

nbn™ Plans - Door to Door Exclusive



Information about the Service

This service is a residential internet service over the nbn™ and is available exclusively to new MyRepublic customers with a residential address that has not been connected to MyRepublic previously and have ordered the service through our Door to Door Sales Channel.

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: 12 months.

Equipment: MyRepublic will provide you with a Wi-Fi Hub+ modem as part of your service. 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. 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 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 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 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: For information on nbn™ speeds, please refer to our [nbn™ Key Fact Sheet](#) and further information is available on our [nbn™ Speeds Explained](#) page.

FTTN, FTTB and FTTC areas: Speeds are to be confirmed once active and within 20 days of connection. If your service isn't capable of achieving acceptable speeds for the plan for which you signed up, you can move to a lower speed plan or exit your contract without charge by contacting MyRepublic within 10 days of receipt of your line speeds. We consider an acceptable line speed to be not less than 75% of our published typical evening speed for your plan.

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 and we recommend you select the Unlimited Essential plan.

Information about pricing

Minimum monthly charge: The minimum monthly charge for the nbn™ Essential Promo Plan is \$62.95 and \$89.99 for the nbn™ 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 Month term will be required to pay a maximum ETF of up to \$220 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 \$20 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](#).

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Plan Name	nbn™ Essential Promo Plan 12 Month Term	nbn™ Premium Plan 12 Month Term
Minimum monthly charge	\$62.95	\$89.99
Minimum service term	12 Month Term	12 Month Term
Speed	Standard Plus	Premium
Typical evening speed (7-11PM)*	43Mbps download	83Mbps download
Data allowance^	Unlimited	Unlimited
Wi-Fi Hub+ modem (inc delivery)	\$0.00	
Total minimum cost over term	\$755.40	\$1079.88

Plan	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.
Standard international calls	Per minute rate + Call Connection Fee. View rates		

*nbn™ Speeds: FTTN, FTTC & FTTB speeds to be confirmed when active. Actual speeds may vary due to various factors.

^Acceptable Use Policy applies.

Other Information

Usage information: You can access information about your home phone call usage at: 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

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

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 and a maximum of 3 times per year. Your plan change will take effect 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