

# Critical Information Summary

## nbn™ Gigatown Flexi Plan



### Information About the Service

The nbn™ Gigatown plan 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 nbn™ Gigatown Flexi plan.

#### Eligibility

The nbn™ Gigatown Flexi plan is only available to existing MyRepublic Gigatown customers.

#### Bundling requirements

MyRepublic does not require that you bundle this service with any other service.

#### Equipment

Existing customers can use the modem they purchased from MyRepublic or bring their own device (BYO). If you BYO, it must be nbn™ and VOIP compatible (if home phone is selected).

#### Minimum service term

Month-to-month.

#### Limitations & qualifications

This service is available to customers who were previously on a MyRepublic Gigatown plan and are connected to the nbn™ Wollongong POI (Point of Interconnect) via an nbn™ FTTP (Fibre To The Premises) service. This 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 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

Gigatown Flexi uses the nbn™ 1000 profile.

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 to the nbn™ POI, the hardware, software, and software configuration. 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 \$219 on a month-to-month service term.

You pay an additional monthly plan fee for any Value Added Services or calls which are not included in your plan.

All pricing is inclusive of GST.

Plan	Speed	Minimum Service Term	Data Allowance	Minimum Monthly Charge	Total Minimum Cost over Term
Gigatown Plan	Uses the nbn™ 1000 profile	month-to-month	Unlimited*	\$219	\$219

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 <a href="http://myrepublic.com.au/international">myrepublic.com.au/international</a>			Included* International Calls to 40 landline destinations and 30 mobile destinations
Calls to International Destinations	View rates at <a href="http://myrepublic.com.au/international">myrepublic.com.au/international</a>			

\*MyRepublic 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™ profile 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)