

# Critical Information Summary

## nbn™ Home Superfast Promo - Flexi Plan



### 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 connects to the nbn™ via selected Fibre to the Premise (FTTP) and Hybrid Fibre Coaxial (HFC) locations.

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.
- Static IP for an extra \$8 per month
- Gamer Pro which includes Static IP for an extra \$10 per month

Plan Name	nbn™ Home Superfast Promo - Flexi Plan
Minimum monthly charge	\$99.00 per month for the first 6 months, then \$109.00 ongoing
Minimum service term	Month-to-Month
Postage and handling	\$10.00
Purchase cost: TP-Link VR1600v modem	\$149.00
Total minimum cost over term with BYO modem	\$99.00
Total minimum cost over term with purchased TP-Link VR1600v modem	\$258.00
Maximum Early Termination Charge	N/A
Speed	Superfast nbn™ (250/25Mbps)
Typical Evening Speed (7-11PM)*	200Mbps
Data Allowance^	Unlimited

\*nbn™ Speeds: Actual speeds may vary due to various factors. The Typical Evening Speed values for the Home Superfast plan is based on our own internal testing conducted in November 2020. They are not based on the speeds observed for a representative sample for this plan. These values will be updated once more information becomes available. [^Acceptable Use Policy applies.](#)

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

**Mandatory components:** You must purchase an nbn™ service to be eligible for this service. The price of the nbn™ service is included in the monthly charge payable.

### Important Conditions

**Equipment:** You have the option to purchase a modem from MyRepublic or bring your own device (BYO). If you purchase a modem, prices are set out in the table on page 1. If you BYO, it must be nbn™ and VoIP compatible (if home phone is selected).

Before you select to BYO please make sure you understand and accept the [BYO modem requirements](#). We will assist you to the best of our ability to get your BYO modem connected or refer you back to your manufacturer. MyRepublic is not responsible for any BYO modem that does not work on our network. We recommend you purchase a MyRepublic modem which has been optimised to perform with our network. If your BYO device is not compatible you can purchase a modem from MyRepublic or if you wish to cancel your service, you may be liable for payment of applicable monthly charges, other charges for services used, and an early termination fee.

**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.

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### Information about pricing

#### Minimum monthly charge:

- nbn™ Home Superfast Promo – Flexi Plan: \$99.00p/m for the first 6 months, then \$109.00 per month. You pay an additional monthly plan fee any Value Added Services or calls which are not included in your Plan.

**Early termination fee (ETF):** There are no Early Termination Fees if you cancel your service.

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

Plan Name	Pay As You Go	Aussie Wide	International 40
Minimum monthly charge	\$0.00	\$10.00	\$20.00
Local calls^	20c per call	Included	Included
National calls^	\$0.20 per minute + call connection fee	Included	Included
Calls to Australian mobiles^	\$0.20 per minute + call connection fee	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 fee	\$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. <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 support related enquiries please visit the help section on our website where you can find answers to some of the most common questions. Alternatively, visit [myrepublic.com.au](http://myrepublic.com.au) to chat online to customer service.

**Complaints and Disputes:** If you have a problem or complaint about your service, or you wish to access MyRepublic's internal dispute resolution scheme, 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. If at any time you are experiencing difficulty paying your invoices please click [here](#).

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)