

## 30 Day Happiness Guarantee Terms & Conditions

If you are not completely satisfied with your MyRepublic nbn™ service or any customer service related issue within the first 30 days of service activation, let us know why you are dissatisfied with your service and we will refund your first month's plan fee and any hardware costs. You must initiate your claim within the first 30 days of your service being activated.

Below are the terms and conditions associated with the 30 Day Happiness Guarantee ("Program"). If you have any questions about this program or whether this program is applicable to you, you can contact us via Online Chat or speak to our Sales Team on 1300 130 888 before signing up.

### Terms & Conditions:

This program is available to new and returning\* MyRepublic residential nbn™ customers who signed up for our services from the 3rd August 2021 on one of the eligible plans listed below:

- nbn™ Home Fast (100/20Mbps) plan;
- nbn™ Premium (100/40Mbps) plan;
- nbn™ Home Super-Fast (250/25Mbps) plan or;
- nbn™ Home Ultra-Fast (1000/50Mbps) plan

To be eligible for this program you must contact us via our online form and let us know why you are dissatisfied within 30 days of your service being activated on our network. This is from the date we sent you an email and SMS notifying you that your service has been activated, and not from the date you connected your modem. You must provide MyRepublic with the opportunity to contact you to resolve your issue, and if you continue to remain dissatisfied you can cancel your service and we will refund you. Your service must remain active on the MyRepublic network during this period.

If you have raised a claim and do not provide MyRepublic with the opportunity to resolve your issue we will withdraw your claim. If you need to re-open your claim you must do so within 30 days of service activation.

If you cancel your service prior to contacting MyRepublic and you are within this program period, you will forfeit your rights towards this program.

If your claim is approved, the 30 Day Happiness Guarantee refunds will apply to the following charges when required conditions are met:

- Your nbn™ broadband plan fee
- Home phone plan fee
- Modem hardware upfront or monthly repayment fees

The charges associated with the nbn™ broadband service will be refunded once the service has been cancelled or disconnected from the MyRepublic network. If you select to transfer your service to another provider you must do so within (a) 7 business days of your claim being accepted if this date will surpass 30 days from service activation or (b) Within 30 days of your service activation date on the MyRepublic network.

Modem hardware upfront or instalment charges are refunded once the modem has been returned and received by MyRepublic. MyRepublic will provide you with a RMA number for your return. Customers are to return their modem at their own expense.

Refunds will be processed to the credit/debit/paypal account we have on file. Refunds cannot be substituted or refunded to another payment method or for cash.

The following charges are excluded from this program:

- Any additional call usage charges or usage charges outside of the bundled home phone plan e.g. 13 or 1300 calls
- Modem hardware delivery costs (if applicable)
- nbn™ New development charges
- nbn™ subsequent installation charges
- Home Phone porting charge

Required conditions:

- You contacted MyRepublic via the 30 Day Happiness Guarantee claim online within 30 days of service activation. This is not the date that you first used our service, or when you first plug in your modem hardware.
- You provided MyRepublic with the opportunity to resolve your issue your network or customer service related issue.
- You return the modem hardware in 'as new' condition within 10 business days of making the claim (if applicable).
- Claim requests received after 30 days from your service activation will not be processed under any circumstances.

\*Returning customers:

If you were previously a MyRepublic nbn™ customer, you will be eligible for this program however you must not attempt to defraud MyRepublic by using this program in such a way that you:

- Sign up and disconnect from our service as part of this program and receive a refund and subsequently attempt to use this program again to obtain a free service.
- You are limited to one claim per year.

This offer is subject to change without notice and this promotion can cease at any time.