

VDSL Plans Product Summary



Information About the Service

- MyRepublic VDSL is a copper broadband service that is only available in areas that are not Fibre ready, or where Fibre cannot be installed due to additional circumstances such as consent not given.

Migration:

- Customers who purchase VDSL from MyRepublic will be migrated to Fibre once it is available at their address.

Broadband Line Speed:

- This service runs between 10/1Mbps and 100/50Mbps.
- Unlike Fibre, copper speeds are heavily affected by distance, phone devices in the home & the quality of the copper to establish a physical speed. MyRepublic recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house.
- The download & upload line speeds stated above are the maximum theoretical line speeds that can be delivered over the connection.
- 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 upload speed of the content being downloaded the hardware, software, & software configuration.
- Devices connected by Wi-Fi™ may experience slower speeds than those connected by Ethernet cable.

Equipment:

- MyRepublic provides full technical support only to routers provided by MyRepublic.

Limitations and 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.
- This service requires power to work and will not function in the event of a power failure or any other disruption to the power supply.
- 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.

Excess Data Usage:

- MyRepublic Broadband plans are unlimited, so there will be no broadband excess usage charges.

Bundling requirements:

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