

This Acceptable Use Policy applies to your use of our services, and forms part of our agreement with you.

1. Background & overview

- 1.1 As a telecommunication services provider, we are subject to various regulatory requirements and codes of practice. At MyRepublic, we recognise and appreciate the importance of these requirements, and strive to maintain a high standard of ethical and professional conduct.
- 1.2 Our Acceptable Use Policy is intended to provide information to our customers on their legal obligations and liabilities in making use of our services, provide a description of practices which are considered abusive or inappropriate and are therefore prohibited, and explain the remedial measures that may be taken by us against any defaulting customers.

2. Your responsible & acceptable use of our services

- 2.1 Please respect the laws and rights of others. You must, at all times, make sure that the way you use our services does not break the law or interfere with the rights of any other person. When using our services or accessing our website, you must not:
 - a. use our services to inconvenience, harass, cause annoyance, nuisance, or interfere with the rights of, any other person;
 - b. use our services for any unlawful or illegal purposes (including to commit a criminal offence);
 - c. use your internet connection to abuse other people or to purposefully receive or distribute unsuitable or illegal material (for example, spam or viruses), or to excessively use our network in busy times in a way which has a detrimental impact on other users of our services;
 - d. use our services in a way that (i) risks degradation of service levels to other customer (including running any application or program that places excessive bandwidth demands on the service for continued periods), (ii) puts our system at risk and/or (iii) is not in keeping with that reasonably expected of a customer in the circumstances;
 - e. deliberately receive, use, own, post, transmit or publish communications that are offensive, abusive, defamatory, obscene, menacing or illegal;
 - f. do anything which is contrary to the acceptable use policies or standards of any of our suppliers;
 - g. insert or knowingly or recklessly transmit or distribute a virus;
 - h. seek unauthorised entry into the MyRepublic back-office or operations platform, hack into any aspect of the MyRepublic service or network, or circumvent, or attempt to seek to circumvent, any of the security safeguards of MyRepublic or any of its suppliers;
 - i. corrupt data;
 - j. break, or try to break, the security of anyone else's equipment, hardware or software;
 - k. use your internet connection to harm the service of another internet user or impersonate another user, whether on our network or an external network;

- l. send email or any other type of electronic message with the intention or result of affecting the performance or functionality of any computer facilities;
- m. on-sell our services to any other person; or
- n. encourage, permit or coerce any third party to do any of the above.

3. Consequences for unacceptable use

- 3.1 If we believe, acting reasonably, that you have abused our services or have failed to comply with this Acceptable Use Policy, we may:
 - a. **Warning:** send you a formal warning specifying the unacceptable conduct and notifying you that repeated breaches may result in your services being temporarily suspended or permanently terminated;
 - b. **Suspension:** suspend any of our services immediately without notice, for no more than a period of time that is reasonable in the circumstances; or
 - c. **Termination:** terminate our agreement with you immediately without notice if the abuse or failure to comply with this Acceptable Use Policy is serious, or continues after we have asked you to stop doing so.

4. Abuse procedures

- 4.1 If you encounter an incidence of "abuse" on the MyRepublic network, please send an email to us at feedback@myrepublic.co.nz or contact our customer service team on 0508 693 4273. We will investigate it and take appropriate action as soon as possible.

5. Changes to this Acceptable Use Policy

- 5.1 We may make changes to this Acceptable Use Policy from time to time, in accordance with our General Terms & Conditions. Any change we make applies from the date the updated Acceptable Use Policy is posted on our website.