

PRODUCT SUMMARY

Business Premium Fibre

Information About the Service

Business Premium Fibre is an Ultra-Fast Broadband (UFB) connection for businesses requiring true business grade service. It is provided using two tiers of fibre broadband speeds, targeting small to medium businesses. This is available nationwide where UFB fibre is available.

The following bundles are available:

	Business 200	Business Gig
Speed	Up to 200/200 Mbps	Up to 1000/1000 Mbps
UFB Bitstream	Bitstream 3A	
Internet	Unlimited	
High Priority CIR	2.5Mbps included (option to increase to 100Mbps)	
Static IP address	1 included (option to increase to 256)	
Router	Not included. Option to purchase a discounted router.	
Restore OLA	6 hours once fibre company is notified.	

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.

Business Premium Fibre connections automatically qualify for the better business service wrap, which is designed to give business customers a better installation and operational experience. These connections receive coordinated provisioning support, as well as business grade assure channels with prioritised workflows for planned and unplanned events. The service includes a 6 hour target restore Operational Level Agreement (OLA).

Equipment

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

Limitations & qualifications

This service is available to business users & 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 PSTN based back-to-base alarm system or if you require an uninterrupted phone line.

Customers who purchase a temporary VDSL product while waiting for their Fibre installation will not achieve above speeds, due to the difference in underlying technology.

Excess Data Usage

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

Local Fibre Company

The New Zealand government through Crown Fibre Holdings have contracted four parties to deploy Ultra-Fast Broadband to New Zealanders. MyRepublic purchases Ultra-Fast Broadband from the following companies:

North Power Fibre	https://northpower.com/fibre
Chorus	https://www.chorus.co.nz
Ultra Fast Fibre	https://www.ultrafastfibre.co.nz
Enable	https://www.enable.net.nz

Bundling requirements

Additional IP Addresses and Committed Information rate (CIR) bandwidth are available to be purchased on these plans.

IP Addresses are used for businesses that host their own servers, websites or needing it for remote connectivity.

CIR provides your business with dedicated bandwidth required for mission critical applications.