

# Critical Information Summary

## Fibre 100



### Information About the Service

This is a residential internet service available to new customers. The service has the following options:

- Optional Home Phone using Voice over Internet Protocol (“VoIP”) that allows you to make and receive calls using an internet connection.
- Optional upgrade to the [Gamer plan](#).

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

**Minimum service term:** Month to Month or 12 month contract.

**Equipment:** You may purchase a MyRepublic modem router or have a modem router supplied as part of your plan. The applicable charge to have a modem supplied is specified in the table on page 2. To use the phone service, you will need to provide your own compatible handset.

**Limitations & qualifications:** This service is available to new residential users, is a residential grade service & is only available in selected areas. There may be technical or commercial reasons that affect our ability to connect a service at your address.

The broadband and home phone service requires power to work and will not function in the event of a power failure or any other disruption to the power supply (including calls to '111' emergency services). This service is not suitable for customers who require an uninterrupted phone line. If you require to use this service with a medical or home alarm systems you should check with the provider if your services will work with MyRepublic's Fibre 100 service.

**Installation:** You may require a technician appointment to have your service installed. You must obtain permission from the owner of the property (if this is not you) and be over the age of 18. Standard installation is included with all orders. There may be additional charges for internal wiring if required.

**Connection fee:** MyRepublic does not charge a service connection fee for customers who are transferring a service or activating a new service from another ISP.

We may need to install or connect Equipment at your premises in order to supply the Services to you. Installation or connection may be carried out by us, our authorised contractors, and/or the Wholesaler. We will

arrange a time with you for installation or connection to take place. Further information on the installation process is set out in the relevant [Specific Terms & Conditions](#). Unless stated otherwise, you will be responsible for paying any Non-Standard Installation Costs. Any Installation Costs will be agreed with you before connection or installation commences. [View charges](#).

**Broadband line speed:** This service comes with the Fibre 100Mbps network profile this is up to 100Mbps download and 20Mbps upload on a wired connection. Your actual download and upload speeds will often be slower than the nominal access line speed and may vary due to a range of factors.

Any stated speeds represent the theoretical maximum speeds at which you are able to send or receive data over your Local Fibre Company (LFC)'s network, the Chorus network. The actual speeds or latency you experience may vary depending on factors such as the equipment you use to access the Services, your device's capability, and the number of customers accessing the Services in your area. Other factors may influence the particular speeds or latency you can achieve to servers nationally and internationally. Our control of these speeds is limited to our own network. Connections to servers outside our network are on a “best effort” basis.

### Information About Pricing

**Minimum monthly charge:** The minimum monthly charge for the Fibre 100 service is \$74.99 per month on a 12 month term or \$79.99 on a Month to Month term. You pay an additional monthly plan fee any Value Added Services or calls which are not included in your plan.

**Early Termination Fee (ETF):** Customers on a 12-Month term will be required to pay a maximum ETF of up to \$240 if the service is terminated during the minimum service term. The ETF will be pro-rated by the number of full months remaining in the minimum service term (equating to \$20 per month remaining). Customers may cancel their service at any time by contacting Customer Service. The cancellation of the service will take effect from the start of the next billing period.

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

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Plan Name	Fibre 100- 12 Month Term	Fibre 100 - Flexi
Minimum monthly charge	\$74.99	\$79.99
Minimum service term	12 months	Month to Month
Fibre speed tier	Up to 100Mbps download and 20Mbps upload	
Data allowance*	Unlimited	
Wi-Fi Hub+ (AC1600)	\$0.00	\$99.99
D-Link Exo (AC2600)	\$99.99	\$199.99
Modem Delivery Fee	\$14.95	\$14.95

Plan Name	Kiwi Landlines
Minimum monthly charge	\$10.00
Local Calls*	Unlimited
National Calls*	500 National Minutes, then \$0.10 per minute
Calls to New Zealand Mobiles	\$0.10 per minute
International Calls	<a href="#">View rates here.</a>

\*[Acceptable Use Policy](#) applies.

### Other Information

**Usage information:** To access information about your Home Phone call usage, please log onto MyAccount visit [myrepublic.net/nz/myaccount/login](http://myrepublic.net/nz/myaccount/login).

**Customer service:** For customer service and to access MyRepublic's internal dispute resolution scheme, please call us on 0508 693 4273 or visit [myrepublic.co.nz](http://myrepublic.co.nz)

**Complaints and disputes:** If you have a problem or complaint about your service, please contact Customer Service for us to assist.

**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. This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit [myrepublic.co.nz](http://myrepublic.co.nz)

**User Terms:** Your [Local Fibre Company](#) End User Terms and [MyRepublic's Customer Terms and Conditions](#) shall apply to this offer.