

# Critical Information Summary

## April 19 Promotional Offer – Gamer Fibre Pro



### Information About the Service

This April 19 Promotional Offer – Gamer Fibre Pro (“Offer”) is a residential internet service on Fibre and available to new customers. The service has the following optional features at additional cost:

- Optional Home Phone using Voice over Internet Protocol (“home phone service”) that allows you to make and receive calls using an internet connection.

**Offer period:** This Offer is valid from 4 April 2019 until 30 June 2019 and is subject to change by MyRepublic without notice. This Offer is not valid in conjunction with any other offers.

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

**Minimum service term:** 12-month contract, or flexi plan (month to month).

**Equipment:** You may use your own (“BYO”) modem router, 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 home 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 and is only available in selected areas. There may be technical or commercial reasons that affect our ability to connect a service at your address. Fibre associated plans and routers are only available in the Chorus and Enable UFB areas. See [www.crowninfrastructure.govt.nz](http://www.crowninfrastructure.govt.nz) for more information. A separate VDSL service is offered in areas that are not Fibre ready.

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 need to use the MyRepublic service with a medical or home alarm system, you should check with the provider of those systems to confirm if they will work with MyRepublic's Gamer Fibre Pro 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. 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 950Mbps network profile which provides speeds of up to 950Mbps download and 500Mbps upload on a wired connection. MyRepublic recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house.

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 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 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 Wi-Fi Router Pricing

The applicable charge to have a modem supplied plus postage and handling (“P+H”) charges is specified in the table on page 2. Customers who choose to purchase a MyRepublic modem router can opt to either pay for that modem router upfront, or pay it off by monthly repayment. If a customer chooses a router as part of this Offer, the selected Wi-Fi router will be shipped to the address provided by the new Customer (at the time of their subscription) once a fibre connection is established. Ownership of any router we supply will remain with MyRepublic until the customer has either completed their 12-month payment plan (with no money owing) or paid for the router upfront, at which point ownership of the router will transfer to the customer.

**Upfront payment for Wi-Fi routers:** The upfront cost for your router plus P+H is invoiced as a one-off charge before service activation.

**Monthly payment for Wi-Fi routers:** The first monthly payment plus P+H is invoiced before service activation. Subsequent monthly payments will be invoiced in advance on your billing date. Customers who terminate their service before the monthly payments are completed (ie before the modem router is fully paid off) will be required to pay the outstanding balance owing on that router. This amount will be payable in full on your next billing date and is in addition to any applicable Early Termination Fees.

### Information About Plan Pricing

**Minimum monthly charge:** The minimum monthly charge for the Gamer Fibre Pro plan is \$99.99 on a 12-month term or \$104.99 on a flexi plan (month to month). You will incur additional charges for any value-added services or calls which are not included in your plan.

**Termination Billing Cycle:** 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.

**An Early Termination Fee (ETF):** Customers on a 12-month contract will be required to pay an ETF of up to \$240 if the service is terminated during the minimum contract term period. The ETF will be pro-rated by the number of full months remaining in the minimum contract term (equating to \$20 per month remaining).

**Changing plans:** You can change your plan during your contract term provided you move to a Gamer plan with the same or higher monthly plan fee. If you change your plan to a lower monthly fee during your contract term an ETF may apply, and any hardware repayments will remain the same.

**Moving address:** For information on the process when moving address see [MyRepublic's General Terms & Conditions.](#)

### Other Information

**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. Your router is invoiced as a one-off charge before service activation. This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit <https://myrepublic.net/nz/>

**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:** Contact us on [0508 693 4273](tel:05086934273) or visit [myrepublic.co.nz](http://myrepublic.co.nz)

**Complaints and disputes:** If you have a problem or complaint about your service, or to access information on MyRepublic's dispute resolution scheme, please call us on [0508 693 4273](tel:05086934273) or visit [myrepublic.co.nz](http://myrepublic.co.nz).

**User Terms and Conditions:** [MyRepublic's General Terms & Conditions](#) and [MyRepublic's Residential Broadband Terms and Conditions](#) apply to this service.

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Plan Name	Fibre Gamer Pro – 12 Month Contract Term
Gamer Fibre Pro BYO router	Gamer Fibre Pro plan cost \$99.99 per month on a 12-month contract. No router included
Gamer Fibre Pro including Wi-Fi Hub+ (AC1600)	Gamer Fibre Pro plan cost \$99.99 per month on a 12-month contract plus <ul style="list-style-type: none"> <li>Option 1: upfront payment of \$120.00 plus a one-off \$14.95 postage and handling fee</li> <li>Option 2: monthly payments of \$10 over 12-month period (i.e. 12 months, total monthly payments = \$120) plus a one-off \$14.95 postage and handling fee</li> </ul>
Gamer Fibre Pro including D-Link Exo (AC2600)	Gamer Fibre Pro plan cost \$99.99 per month on a 12-month contract plus <ul style="list-style-type: none"> <li>Option 1: upfront payment of \$240.00 plus a one-off \$14.95 postage and handling fee</li> <li>Option 2: monthly payments of \$20 over 12-month period (i.e. 12 months, total monthly payments = \$240) plus a one-off \$14.95 postage and handling fee</li> </ul>
Router delivery and handling fee	\$14.95
Speed tier	Up to 950Mbps download and 500Mbps upload
Data allowance *	Unlimited
Plan Name	Gamer Fibre Pro – Flexi Plan (month to month)
Gamer Fibre Pro Flexi BYO router	Gamer Fibre Pro Flexi costs \$114.99 per month
Wi-Fi Hub+ (AC1600) – upfront payment	Gamer Fibre Pro Flexi plan cost \$114.99 per month plus upfront payment of \$120.00 plus a one-off \$14.95 postage and handling fee
D-Link Exo (AC2600) – upfront payment	Gamer Fibre Pro Flexi plan cost \$114.99 per month plus upfront payment of \$240.00 plus a one-off \$14.95 postage and handling fee
Router delivery and handling fee	\$14.95
Speed tier	Up to 950Mbps Download and 500Mbps upload
Data allowance*	Unlimited
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.](#)