



## Promotional Offer Terms and Conditions: Hyperfibre

### Promotional Information

**Availability:** This Promotional Offer – Hyperfibre (“Offer”) is available for the Hyperfibre 2000 and Hyperfibre 4000 products (“Products”). This is a residential internet service available to existing and new customers signing on to new 12 month contracts.

**Offer Period:** The Offer is valid from the 12th of March 2020 and is subject to change by MyRepublic without notice. The Offer is not valid in conjunction with any other offers.

**Bundling requirements:** You are not required to bundle this service with any other MyRepublic service.

**Minimum service term:** 12 month contract.

**Minimum monthly charge:** The minimum monthly charges are specified in the table below. You will incur additional charges for any value-added services, routers or calls which are not included in your plan.

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

**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.

**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 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).

**Moving address:** For information on the process when moving address see MyRepublic’s General Terms & Conditions.

**Equipment and Installation:** It is necessary to install a Product-compatible optical network terminal (ONT) at the premises in order to supply the service to you. The ONT will also operate as a modem and is the property of the local fibre company (Chorus). We will arrange a time with you for installation or connection by an authorised technician. The standard installation charge is \$249, including GST. If additional internal wiring is required, then you will need to pay for the additional cost. You are responsible for obtaining permission from the owner of the property, if this is not you, for the installation work and you must be over the age of 18. If the premises already has an ONT then MyRepublic shall arrange for its removal with the local fibre company.

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

## Pricing:

Product Plan	Pricing and Details
Hyperfibre 2000	<ul style="list-style-type: none"><li>• \$149 per month for the first 12 months</li><li>• Your monthly charge will not automatically increase on month 13. This is subject to change with notice or change in offer</li></ul>
Hyperfibre 4000	<ul style="list-style-type: none"><li>• \$179 per month for the first 12 months</li><li>• Your monthly charge will not automatically increase on month 13. This is subject to change with notice or change in offer</li></ul>
Data Allowance	Unlimited*

\*Acceptable Use Policy applies.

## Value Added Services

The following value added services are optional additions to your broadband plan.

Add-on Name	Pricing and Details
Static IP Address	<ul style="list-style-type: none"><li>• A static IP gives you a permanent address on the internet, used for connecting to devices remotely, running a webserver, playing online games or working from</li><li>• Minimum monthly charge: \$8</li></ul>
Gamer	<ul style="list-style-type: none"><li>• MyRepublic Gamer includes a Gamer Static IP address. This IP optimises routing to popular Game servers on the MyRepublic network when available</li><li>• MyRepublic Gamer includes Gamer Support.</li><li>• Minimum monthly charge: \$10</li></ul>

## Product: Hyperfibre 2000 and Hyperfibre 4000

**Hyperfibre 2000 broadband line speed:** This service comes with the Fibre 2000Mbps network profile which provides speeds of up to 2000Mbps download and 2000Mbps upload on a wired connection. MyRepublic recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house. Voice service is not available with this Products.

**Hyperfibre 4000 broadband line speed:** This service comes with the Fibre 4000Mbps network profile which provides speeds of up to 4000Mbps download and 4000Mbps upload on a wired connection. MyRepublic recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house. Voice service is not available with this Products.

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.

**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 associated plans are only available in the Chorus UFB areas. See [www.crowninfrastructure.govt.nz](http://www.crowninfrastructure.govt.nz) for more information.

The broadband 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 for customers who require a phone line such as for service with a medical or home alarm system.

### Other Information

**Usage information:** To access information about your 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, or to access information on MyRepublic's dispute resolution scheme, please call us on 0508 693 4273 or visit [myrepublic.co.nz](http://myrepublic.co.nz).

**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/>

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

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