



## Promotional Offer Terms and Conditions: Fibre Pro 6 Month Trial

### Promotional Information

**Availability:** This Promotional Offer – Fibre Pro 6 Month Trial (“Offer”) is available for the Fibre Pro, Fibre 100 and Fibre 200 products (“Products”). This is a residential internet service available to new and existing customers signing on to new 12 month contracts. This product is not available on VDSL connections.

**Offer Period:** The Offer is valid from 23<sup>rd</sup> October 2019 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.

**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.

**Equipment:** You may use your own (“No Router”) modem router, purchase a MyRepublic modem router or have a modem router rental supplied as part of your plan. MyRepublic only provides “best efforts” technical support on a goodwill basis if you use your own routers. The No Router option is not eligible for additional discounts. To use the home phone service, you will need to provide your own compatible handset.

**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.

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.

**Pricing:**

| Plan Name                            | Fibre Pro 6 Month Trial   |
|--------------------------------------|---|
| Fibre 100<br>or<br>Fibre 200         | <ul style="list-style-type: none"> <li>• \$89.99 per month for months 1 – 6</li> <li>• From month 7 if you remain on Fibre Pro pay an additional \$30 per month or downgrade to Fibre 100 or Fibre 200 and continue paying \$89.99 per month.</li> </ul>  |
| Optional MyRepublic WiFi Hub+ router | <ul style="list-style-type: none"> <li>• MyRepublic WiFi Hub+ modem/router for \$0 monthly rental at a minimum duration of the contract length (usually \$10/per month)</li> <li>• Your rental charge will not automatically increase of your 12 month term. This is subject to change with notice or change in offer</li> <li>• One-off \$14.95 postage and handling fee. The upfront cost postage and handling fee is invoiced as a one-off charge before service activation</li> </ul> |
| Data Allowance                       | Unlimited*  |

\*Acceptable Use Policy applies.

**Add-On Hardware**

**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.

If you choose a router as part of this Offer, the selected Wi-Fi router will be delivered to the address provided (at the time of subscription) once a fibre connection ready-for-service date is established.

**Several payment options are available depending on the plan you choose:**

- **Rental Routers:** Ownership of rental routers supplied, remains with MyRepublic for the duration of the customers subscription. At the time of termination of service, you are required to return the router to MyRepublic. If you are unable to do so or the router is returned in an unusable condition, as defined by us, then a fee equivalent to the retail value of the router will be charged. Full Router Rental T&C’s are available on [myrepublic.net/nz/legal](http://myrepublic.net/nz/legal)
- Customers who choose the rental router option may, part way through the existing plan, choose to purchase the same router. The Customer may do so by paying the full retail price of that router. The retail price to be paid will not take into account any amounts already paid to MyRepublic under the prior rental arrangements
- **Upfront payment for Wi-Fi router upgrades:** The upfront cost of your router plus postage and handling is invoiced as a one-off charge before service activation.
- **Monthly payment for rental routers:** postage and handling is invoiced before service activation. While you remain on this plan the monthly rental is included.

- Monthly payment for Wi-Fi router upgrades:** The first monthly payment plus postage and handling 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.

#### Routers available on this promotion

| Add-on Name           | Router Upgrades                    |
|-----------------------|------------------------------------|
| D-Link EXO 882 router | Monthly rental of \$10 per month** |
| D-Link Cobra router   | One time fee of \$499.99           |

\*\*One-off \$14.95 postage and handling fee. The upfront cost postage and handling fee is invoiced as a one-off charge before service activation. *Hub+ is not included if you purchase one of our router upgrades*

#### Value Added Services

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

| Add-on Name                  | Static IP Address   |
|------------------------------|---|
| Description                  | A <b>static IP</b> gives you a permanent address on the internet, used for connecting to devices remotely, running a webserver, playing online games or working from home |
| Minimum monthly charge       | \$8   |
| Add-on Name                  | Home Phone  |
| Description                  | Home Phone using Voice over Internet Protocol (“VoIP”) that allows you to make and receive calls using an internet connection.  |
| Minimum monthly charge       | \$10  |
| 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>   |
| <b>Add-on Name</b>     | <b>Gamer</b>   |
| Description            | MyRepublic Gamer includes a Gamer Static IP address. This IP optimises routing to popular Game servers on the MyRepublic network when available.<br><br>MyRepublic Gamer includes Gamer Support and Gamer Perks. |
| Minimum monthly charge | \$10   |

\*Acceptable Use Policy applies.

### VDSL - Product Plan

**Broadband line speed:** This service comes with the VDSL 70Mbps network profile. The fastest nominal access line speed is up to 70Mbps download and 10Mbps 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 the Chorus network.

Unlike Fibre, copper speeds are heavily affected by distance, phone devices in the home & the quality of the copper to establish a physical speed. MyRepublic recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house.

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 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 this service with a medical or home alarm system, you should check with the provider of those services to confirm if they will work with MyRepublic's VDSL service.

### Product: Fibre Pro, Fibre 100, Fibre 200

**Fibre Pro 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.

**Fibre 100 broadband line speed:** This service comes with the Fibre 100Mbps network profile which provides speeds of up to 100Mbps download and 20Mbps upload on a wired connection. MyRepublic

recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house.

**Fibre 200 broadband line speed:** This service comes with the Fibre 200Mbps network profile which provides speeds of up to 200Mbps download and 20Mbps upload on a wired connection. MyRepublic recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house.

Fibre 200 is a promotion offered at addresses serviced by the Local Fibre Company Enable. Enable provides services in the Christchurch, Rolleston and Rangiora regions, but is subject to availability. If available, your plan will automatically be configured on Fibre 200.

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 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 services to confirm if they will work with MyRepublic's Fibre Pro service.

### 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, 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.

Version 1 (Oct 2019)