

# Fibre Product Summary



## Information About the Service

MyRepublic Fibre Broadband service is a residential Ultra Fast Broadband connection.

### Broadband Line Speed

- This service runs at 100/20Mbps, except in some areas of Dunedin & Mosgiel as defined by Chours as “Gigatown” where speeds are up to 950/500Mbps.
- 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.
- 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.

### Equipment

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

### Limitations & qualifications

- This service is available to residential users, is a residential grade service & 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 home alarm system or if you require an uninterrupted phone line.

### Excess Data Usage

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