

## **MyRepublic Mobile Roaming Terms**

### 1. Agreement.

These terms and conditions form part of your Agreement with MyRepublic Mobile Limited. The General Mobile Terms and Conditions and the Unlimited Mobile Plans Specific Terms and Conditions will also apply.

For MyRepublic Mobile customers who use the Daily Roaming service, these terms and conditions as published on our website and updated from time to time, apply to the use of each mobile and data device on a MyRepublic mobile pricing plan that uses Daily Roaming while roaming overseas.

### 2. Acceptance.

You will be taken to have accepted these terms and conditions as soon as you start using roaming. We may vary these terms and conditions from time to time in accordance with the Mobile General Terms and Conditions.

#### 2.1 Service outside New Zealand.

For your convenience, and to prevent bill shocks arising from high overseas data charges, Daily Roaming will be automatically activated on your MyRepublic mobile plan upon entering any overseas destination (outside of New Zealand or Australia) that is covered under Daily Roaming. Should you wish to turn off Daily Roaming, you will need to contact MyRepublic either via the app or through MyAccount.

For MyRepublic customers who have not deactivated Daily Roaming via MyAccount, we will enable roaming on an instantaneous basis upon you entering any Daily Roaming destination. You acknowledge that service outside of New Zealand is provided by external carriers and is subject to those carriers' terms and conditions. You also acknowledge and agree that the enablement of roaming may be subject to delays,

based on several factors such as network availability, network load, and the exact location of roaming.

We will do our best to ensure a great roaming experience by providing access to overseas networks, but we are unable to guarantee the quality or coverage that any other destination provides.

### 3. Pay Monthly Plans with Daily Roaming.

These Terms and Conditions cover the Daily Roaming, call / TXT rates and data roaming for all MyRepublic Mobile month to month plans.

Daily Roaming is available across all MyRepublic mobile plans, in selected destinations ('Daily Roaming Destinations').

How to get Daily Roaming.

Daily Roaming is enabled by default for all MyRepublic Mobile customers. If you would like to disable Daily Roaming while abroad, you must contact us in advance via MyAccount or the MyRepublic App before going overseas.

### 4. Charges

Daily Roaming.

- Daily Roaming is available across the following mobile plans: Rocket Lite, Rocket Max and Rocket Max month to month mobile plans. ('Eligible Plans') in selected destinations ('Daily Roaming Destinations'). See a list of Daily Roaming Destinations [here](#).

- Daily Roaming is enabled by default for all MyRepublic Mobile customers. If you would like to disable Daily Roaming while abroad, you must contact us in advance via MyAccount or the MyRepublic App before going overseas.

- With Daily Roaming, you'll be able to use your Eligible Plan minutes, TXTs and data allowances when travelling in Daily Roaming Destinations for a daily fee. For all Eligible Plans, this includes any monthly recurring data Add-Ons but no other Add-Ons or special rates.
- Your Eligible Plan minutes and TXTs can be used to call or TXT local numbers in the Daily Roaming Destination, local numbers in New Zealand and local numbers in Australia (if your Eligible Plan includes Australia calling and TXTing; see MyAccount for your plan allowances).
- For Eligible Plans, calls and TXTs to any other destination will be treated as international calls or TXTs and all other activity will be charged as per your standard Eligible Plan rates as if you had made the call or TXT from within New Zealand, (excludes any special international rates).
- The Daily Roaming charge applies each day you use your device in a Daily Roaming Destination. The Daily Roaming charge will be triggered when you do any of the following:
  - Make a call (including a call to voicemail)
  - Receive a call
  - Send a TXT
  - Use mobile data. This includes any data used by your mobile or data device, including email and any data used by apps on your mobile or data device. If you would like to disable data roaming while abroad, you must contact us in advance before going overseas.
- The Daily Roaming charge is only applied on those days that you use your device while in the Daily Roaming Destinations. We'll count a day as 00:00 to 23:59 NZ time.

If you travel to another Daily Roaming Destination in the same day you'll only be charged the daily charge once for that one day that you use your device.

- One Daily Roaming charge is applied per mobile data device on an eligible plan. For example, if you are in a Daily Roaming destination and use both your phone and tablet (which are connected to separate MyRepublic plans) you will be charged a Daily Roaming fee for both devices.

- For Eligible Plans, if you exceed your Eligible Plan allowances you will be charged at your standard Eligible Plan casual rates for making calls and sending TXTs as if you were in NZ. You can find more about these charges in MyAccount.

- The Daily Roaming Charge will be as set out on our website, and pricing will be subject to change without notice. Please check our website before you travel for the latest pricing.

- Daily Roaming charges are in addition to your monthly plan charge and will be applied to your next bill. GST charge applies.

- Maritime or In-Flight Roaming are not included in Daily Roaming, and are subject to separate rates and terms and conditions.

- Charges may be delayed if the external carrier is delayed in advising MyRepublic of roaming activity. In such cases, please note that there will also be a delay in this activity being available in MyAccount.

- Daily Roaming is only available to customers who are normally residents in New Zealand, and can only be used in Daily Roaming Destinations for a maximum of 90 consecutive days at a time.

- If you are not in a Daily Roaming Destination, i.e., a destination other than those set out in the list of Daily Roaming Destination ('Non-Daily Roaming Destination'), other roaming rates will apply. These terms and conditions are set out below.

- MyRepublic reserves the right to (hard) steer traffic to certain network operators (i.e. “network lock”) based on commercial agreements in place.
- Data roaming availability is also subject to change without notice.
- GST will be charged for all calls, TXTs and data you use while roaming.
- Data roaming does not apply in the following circumstances:
  - For machine-to-machine and telemetry devices, or any other device not operated by a person, data roaming rates specific to these devices and plans apply.
  - For in-flight and maritime data use, casual in-flight roaming and maritime roaming rates apply.
  - Where data roaming bundles do not apply, if you use data while roaming you will be charged for data at the rates set out in your plan and/or at casual data roaming rates (including without limitation in-flight and maritime), as applicable. You agree to be charged for using casual data roaming at the rates set out and advertised by us either via our website or other channels of communication from time to time.

#### Data roaming (*MyRepublic Daily Roaming*).

- Data roaming will be automatically enabled on your mobile line, unless you have opted out or unless specified otherwise by us. Data is required for functions such as sending and receiving emails or PXTs, using apps and browsing the internet. If you would like to disable data roaming while abroad, you must contact us in advance before going overseas.
- To find out the rates that will apply, see our Daily Roaming product page. Daily Roaming bundles can only be used in the specified destination and cannot be transferred.

- You may only have one Daily Roaming bundle per zone at any one time.
- When reviewing your current Daily Roaming Bundle online or in MyAccount, data usage will be displayed rounded up to the nearest 1MB.
- Daily Roaming does not apply in the following circumstances:
  - For machine-to-machine and telemetry devices, or any other device not operated by a person. Data roaming rates specific to these devices and plans apply.
  - For in-flight and maritime data use, casual in-flight roaming and maritime roaming rates apply.
  - Where Daily Roaming does not apply, if you use data while roaming you will be charged for data at the rates set out in your plan and/or at casual data roaming rates (including without limitation in-flight and maritime), as applicable. You agree to be charged for using casual data roaming at the rates set out and advertised by us either via our website or other channels of communication from time to time.

#### Calling and TXT Charges.

Unless otherwise advised by MyRepublic from time to time, all outgoing calls are charged at airtime rates based on the charges from the external carrier. This airtime rate will vary from carrier to carrier. International rates will also apply where you make international calls (including calls to voiceMail). Charges may change without prior notice and all prices are indicative only. If your pricing plan includes monthly minutes, these minutes do not apply to roaming charges. 0800 (1800) and other special numbers may be charged for by external carriers.

TXT messages sent while roaming have a surcharge applied by the external carrier. The surcharge rate will vary from carrier to carrier. A 160 character limit applies per

TXT. If exceeded, you will be charged for an additional TXT and so on, per 160 characters used.

Incoming calls are charged at the international rate applicable at the time the call is made to you. Some external carriers may add an incoming call rate from the time you answer the call. You agree that all charges incurred while roaming will be charged to your monthly statement. You agree to pay all charges in full when they are due. (There may be delays in MyRepublic receiving notice from external carriers of charges to be billed to you. This does not affect MyRepublic's right to charge you or receive payment from you.)

In-flight and Maritime Roaming.

In-flight roaming is not included in the MyRepublic Daily Roaming rates, but is available on selected domestic and international flights.

Maritime Calls are available on some cruise liners.

Promotions.

Promotional offers to MyRepublic New Zealand customers may not apply to you while you are roaming. If you are in doubt please log into MyAccount.

Liability.

As roaming involves services provided by networks other than MyRepublic, you agree that we will not be responsible for the way in which any external carrier provides or fails to provide any service (including disconnection, lack of coverage or the performance of that carrier's network).