



## Promotional Offer Terms and Conditions: November Offers 2022

### Promotional Information

**Availability:** This Promotional Offer – December Offers 2022 (“Offer”) is available for the VDSL Fibre 300, Fibre Pro, Home Fibre 2000 and Home Fibre 4000 products (“Products”). This is a residential internet service and rental router service available to existing MyRepublic customers and customers on a month-to-month contract

**Offer Period:** The Offer is valid from the 1st November 2022 and is subject to change by MyRepublic without notice. The Offer is not valid in conjunction with any other offers.

**Bundling requirements:** You are required to bundle the rental router service with MyRepublic’s residential internet service.

**Minimum service term:** No minimum service terms (VDSL, Fibre 300 Fibre Pro, Home Fibre 2000 and Home Fibre 4000) for residential internet service.

**Minimum monthly charge:** The minimum monthly charges for the residential internet service and rental router 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 are not allowed to change your rental router plan, but you can change your residential internet service 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.

**Rental Routers:** Ownership of rental routers supplied, remains with MyRepublic for the duration. At the end of the customer’s time with MyRepublic, the Customer will have the option to purchase the router at a fair market value at that point of time. If you opt not to purchase the router at the end of the contract, 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.

**Routers purchased outright:** Routers that are purchased outright will be under the ownership of the customer. Routers are provided with a manufacturer’s warranty. This may vary from one model of router to another. Refunds on outright router cost will not be provided for change of mind scenarios.

**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 modem router (“No Router” option), 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:**

Residential Internet Service	May Offers 2022
<b>Fibre 300</b>	<ul style="list-style-type: none"> <li>● <b>Offer</b> - Sign up on our Fibre 300 No Contract Plan               <ul style="list-style-type: none"> <li>○ <b>Broadband Service - \$82</b> per month</li> <li>○ <b>Option to purchase a router outright</b></li> <li>○ <b>Router Rental (Optional) - \$5</b> per month</li> <li>○ The monthly broadband service charge is subject to change with prior notice or your acceptance of a new offer.</li> <li>○ Data allowance: Unlimited*</li> </ul> </li> </ul>
<b>Fibre Pro</b>	<ul style="list-style-type: none"> <li>● <b>Offer</b> - Sign up on our Fibre Pro No Contract Plan:               <ul style="list-style-type: none"> <li>○ <b>Broadband Service - \$92</b> per month</li> <li>○ Option to purchase a router outright</li> <li>○ <b>Router Rental (Optional)- \$1</b> per month</li> <li>○ The monthly broadband service charge is subject to change with prior notice or your acceptance of a new offer.</li> <li>○ Data allowance: Unlimited*</li> </ul> </li> </ul>
<b>Home Fibre 2000 (Hyperfibre)</b>	<ul style="list-style-type: none"> <li>● \$129 per month on a No Contract Plan               <ul style="list-style-type: none"> <li>○ The monthly charge is subject to change with prior notice or your acceptance of a new offer.</li> <li>○ Data allowance: Unlimited*</li> <li>○ The installation fee of \$249 is waived on sign up</li> </ul> </li> </ul>
<b>Home Fibre 4000 (Hyperfibre)</b>	<ul style="list-style-type: none"> <li>● \$159 per month on a No Contract Plan               <ul style="list-style-type: none"> <li>○ The monthly charge is subject to change with prior notice or your acceptance of a new offer.</li> <li>○ Data allowance: Unlimited*</li> <li>○ The installation fee of \$249 is waived on sign up</li> </ul> </li> </ul>

<b>Optional Technicolour Wifi Hub+</b>	<b>Option Available with Fibre 300: Technicolour Wifi Hub+</b> router for \$0 monthly rental <ul style="list-style-type: none"> <li>This is a refurbished router in 'as new' condition</li> <li>One-off \$14.95 postage and handling fee. The upfront cost postage and handling fee are invoiced as a one-off charge before service activation.</li> </ul>
<b>Optional TP-LINK 2100v router</b>	<ul style="list-style-type: none"> <li><b>Option Available with VDSL: TP-LINK 2100v</b> router for \$1 monthly rental</li> <li><b>Option to purchase the router outright</b></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>
<b>Optional ASUS RT-AX3000 rental router</b>	<ul style="list-style-type: none"> <li><b>Option Available with Fibre 300: ASUS RT-AX3000:</b> ASUS RT-AX3000 router for \$5 monthly rental</li> <li><b>Option Available with Fibre Pro:</b> ASUS RT-AX3000 router for \$1 monthly rental</li> <li><b>Option to purchase the router outright</b></li> <li>One-off \$14.95 postage and handling fee. The upfront cost postage and handling fee are invoiced as a one-off charge before service activation.</li> <li>This router is not available with any residential VDSL service</li> </ul>

\*Acceptable Use Policy applies.

\*\*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. TP-LINK 2100v *is not included if you purchase one of our router upgrades*

## 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:** Please refer to [myrepublic.net/nz/contact-and-support/legal](http://myrepublic.net/nz/contact-and-support/legal) for Full Router Rental T&C's.
- 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:** 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:** 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 (i.e. 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.

### 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
Minimum monthly charge	\$5
Local Calls	See details here <a href="#">Voice Plans</a>
National Calls	See details here <a href="#">Voice Plans</a>
Calls to New Zealand Mobiles	See details here <a href="#">Voice Plans</a>
International Calls	<a href="#">View rates here.</a>
Add-on Name	Gamer
Description	MyRepublic Gamer includes a Gamer Static IP address. This IP optimises routing to popular Game servers on the MyRepublic network when available.  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 300, Fibre Pro, Fibre 2000, Fibre 4000

**Fibre 300 broadband line speed:** This service comes with the Fibre 300Mbps network profile which provides speeds of up to 300Mbps download and 100Mbps 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 Pro broadband line speed:** This service comes with the Fibre 950Mbps network profile which provides speeds of up to 743.8Mbps download on a wired connection. MyRepublic recommends ordering connection & wiring to maximise your lines performance if it is not already installed at the house.

**Fibre 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. This service requires non-standard installation and additional hardware provided by your local fibre provider (not available in all areas).

**Fibre 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. This service requires non-standard installation and additional hardware provided by your local fibre provider (not available in all areas).

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 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 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](#), [Rental Router Terms and Conditions](#) and [Residential Broadband Terms and Conditions](#) shall apply to this Offer.

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