

# Critical Information Summary

## Home Phone Services



### Information About the Service

The home phone service is a Voice over Internet Protocol ("VoIP") phone service that allows you to make and receive calls using a broadband connection. The plan comes included with:

- 500 minutes to NZ landlines
- Voicemail
- Caller ID
- Call Waiting and;
- Call Diversion

**Bundling requirements:** A home phone service can be purchased as an add-on to a MyRepublic broadband service or as part of a bundle.

**Equipment:** To use the home phone service, you will need to provide your own compatible telephone handset.

**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 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 require to use this service with a medical or home alarm systems you should check with the provider if your services will work with MyRepublic's Home Phone service.

### Information About Pricing

**Minimum monthly charge:** The minimum monthly charge is \$10.00 per month. You pay for any additional call charges which are not included in your plan.

Plan Name	Kiwi Landlines
Minimum monthly charge	\$10.00
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>

\*[Acceptable Use Policy](#) applies.

### Other Information

**Usage information:** To access information about your Home Phone call usage, please log onto MyAccount visit [myrepublic.net/nz/myaccount/login](https://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](https://myrepublic.co.nz)

**Complaints and disputes:** If you have a problem or complaint about your service, please contact Customer Service for us to assist.

**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. This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit [myrepublic.co.nz](https://myrepublic.co.nz)

**User Terms:** [MyRepublic's Customer Terms and Conditions](#) shall apply to this offer.