

Summary of MyRepublic Service Terms & Conditions

- Prices are inclusive of GST.
- You must be at least eighteen (18) years of age.
- An original of your identification document must be presented with this Agreement (NRIC, passport, employment pass or work permit).
- Fibre-ready, type-approved residential gateway is required to access the Service. Whether or not equipment is supplied together with the Service, such equipment is covered by the warranty provided by the relevant manufacturer, and MyRepublic will not be responsible for any defects in any such equipment.
- Due to the nature of the Internet, you understand that MyRepublic shall not be responsible for any interruption, disruption or deterioration in the quality or reliability of the Service, or any technical issues that arise in relation to the Service.
- MyRepublic reserves the right to revise these Terms and Conditions (including pricing) at its sole discretion without prior notice.
- Use of MyRepublic's Services will constitute acceptance of these Terms and Conditions and any amendments thereto.
- MyRepublic's Specific Terms and Conditions for the Service and General Terms and Conditions (which are published in full at our Website), are deemed incorporated by reference. If there is any conflict or inconsistency between the Service Specific Terms and Conditions and the General Terms, such conflict or inconsistency will be resolved in a manner most favourable to MyRepublic, as determined by MyRepublic in its sole and absolute discretion.
- If this Service Application form has been signed and submitted, a contract is made and all cancellations prior to scheduling installation are subject to a \$48.15 termination fee. This includes cases of delayed installations.

Summary of Home Voice Terms & Conditions

- IDD calls are automatically enabled. Log in to your MyAccount page to disable IDD calls.
- MyRepublic shall not be responsible for any interruption, disruption or deterioration in the quality or reliability of the Service, or any technical issues that arise in relation to the Service.
- An early termination fee of \$49 per line applies for termination of Home Voice service within 6 months from sign-up.
- Default monthly spend is limited to \$200 to protect customers from potential fraud. To request an extension of this credit limit, please call Customer Care @6436 6638. No additional one-time set-up fee is required.
- Telephone numbers are allocated subject to resource availability. Telephone numbers are confirmed upon activation of line only.

Standard One-Time Service Charges

| What is this? | When or why does it apply? | Charges (includes 7% GST) |
|--|---|--|
| | | RESIDENTIAL |
| Fibre Broadband Service Sign-Up, Activation & Installation charge | Covers OpenNet service provisioning cost + on-site installation visit | \$128.40 |
| Equipment deposit (GST not applicable) | Only for Work Permit and Student Pass Holders | \$150 |
| OpenNet TP installation for High-Rise Residential Premises | Only if you declined the initial offer by OpenNet to install the TP in your home | \$235.40 |
| OpenNet TP installation for Landed Residential Premises | | \$481.50 |
| OpenNet internal cabling that exceeds 15m from the point of entry to the 1st TP | If you want to extend the fibre throughout your premises | \$35.31 per 5m segment |
| On-site Service Call (additional equipment/ material charges will be quoted on site) | For an on-site visit and provision of technical support | \$53.50 |
| Third Party Charges (additional equipment / material will be quoted in advance) | For requests that are out of the ordinary, extra charges may apply | As quoted |
| Cancellation of OpenNet TP installation appointment for High-Rise Residential customers | Once your appointment is scheduled in OpenNet's workplan, an OpenNet charge will apply if the appointment is cancelled by you | \$235.40 |
| Cancellation of OpenNet TP installation appointment for Landed Residential customers | | \$481.50 |
| Cancellation of OpenNet TP installation appointment for Business customers | | n/a |
| Early Cancellation Fee | If you terminate your contract before scheduling installation | \$48.15 |
| Early Termination Fee | If you terminate your contract before the end of the contract's term | Sum of monthly charges for the remaining contract period |
| Termination Fee (includes ONT collection if applicable. Customers who do not have to pay this fee will have to return the ONT at their own cost) | Only for Residential customers on No Contract and early termination customers | \$48.15 |
| Payment Default Fee | For every unsuccessful GIRO / Debit Card / Credit Card deduction | \$10 |
| Billing Cycle Change | Administrative fee for every requested change in one's billing date. | \$20 |
| Relocation / Change of Residential Service Address (contract must run at the first address for minimum 6 months and continue at the new address for minimum 12 months) | To continue your existing contract at your new address. Cost to deactivate old service + installation at new place | \$160.50 |
| Suspension of Service and Reactivation | If your late payments caused your service to be suspended | \$48.15 |
| Lost or damaged ONT / Power Adapter / Patch Cord | If the Alcatel Lucent equipment is damaged on your premises | \$150 / \$10 / 10 respectively |
| Static IP installation and cancellation | Cancellation fee only applies for cancellation of Static IP within 1 year of installation | \$50 for installation \$50 for cancellation |