

# A Clear & Complete List of MyRepublic Residential Service One-Time Charges

What is this?	When or why does this apply?	Charges (includes GST)
Fibre Broadband Service Sign-Up, Activation & Installation charge	Covers NetLink Trust service provisioning cost + on-site installation visit	\$58
Equipment deposit (GST not applicable)	For Entrepass, Diplomatic Pass, Training Visit Pass, Work Permit, Student Pass, Dependent Pass, or Long Term Social Visit Pass holders (with minimum validity of 6 months). May also apply if you have a poor credit / payment history or are under a financial assistance scheme.	\$150 - \$500
NetLink Trust TP installation for <b>High-Rise</b> Residential Premises	NLT charges for their TP installation fee if your address needs a TP to be installed by NetLink Trust (NLT)	\$160.50
NetLink Trust TP installation for <b>Landed</b> Residential Premises		\$288.90
NetLink Trust internal cabling that exceeds 15m from the point of entry to the 1st TP when installing, relocating, repairing, replacing and removing a TP	Only if you want to extend fibre throughout your premises when installing, relocating, repairing, replacing and removing a TP	\$2.14 per 5m segment
NetLink Trust TP Relocation, Repair and Replacement and Removal Charge for <b>High-Rise</b> Residential Premises	NLT charges for their TP installation fee if your address needs a TP to be relocated, repaired, replaced or removed by NetLink Trust (NLT)	\$160.50
NetLink Trust TP Relocation, Repair and Replacement and Removal Charge for <b>Landed</b> Residential Premises		\$288.90
NetLink Trust Service Activation Fee	For all new or relocating residents using the NetLink Trust infrastructure	\$0 for Jan 2018 (U.P.) \$56.71
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
Maintenance Visit	When the fault is determined to not be MyRepublic's	\$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
New Order Cancellation	If you have placed a new order and cancel your order <u>before</u> your appointment is confirmed with NLT	\$48.15
	<b>Non-landed / High-Rise Residential Customers</b> - If you have placed a new order and cancel your order <u>after</u> your appointment is confirmed with NLT	\$160.50
	<b>Landed Residential customers</b> - If you have placed a new order and cancel your order <u>after</u> your appointment is confirmed with NLT	\$288.90
Early Termination Fee	If you terminate your contract before the end of the contract's term	Total sum of monthly charges for the remaining contract period
Payment Default Fee	For every unsuccessful GIRO / Debit Card / Credit Card deduction	\$10

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Billing Cycle Change	Administrative fee for every requested change in one's billing date.	\$20
Relocation / Change of Service Address	To continue your existing contract at your new address. Cost to deactivate old service + Installation at new place. Does not apply to customers who are both relocating and recontracting.	\$58
Relocation Request Cancellation	If you have placed a relocation request and cancel your request (in addition to the NLT charges below)	\$20
	<b>Non-landed / High-Rise Residential Customers</b> - NLT charge for cancellation of your relocation request	\$160.50
Relocation Request Cancellation	<b>Landed Residential customers</b> - NLT charge for cancellation of your relocation request	\$288.90
	Suspension of Service and Reactivation	If your late payments caused the service to be suspended
Temporary Suspension	If you wish to suspend your MyRepublic connection temporarily (available only up to 3 months)	\$48.15
Lost or damaged ONT / Power Adapter / Patch Cord	If the ONT / Power Adapter / Fibre Patch Cord / LAN Patch Cord provided to you is lost or damaged	\$150 / \$10 / \$10 / \$10 respectively
Equipment Retrieval Fee	For ONT collection after termination. Customers who do not wish to pay this fee may choose to return the ONT to MyRepublic Office	\$26.75
Equipment Delivery Fee	For delivery of equipment to the customer	\$16.05
Router Installation Fee	Charge for basic setup of a single router. (Router must have been purchased from MyRepublic)	\$53.50
MyHome Connectivity Site Survey Fee (free for new customers)	For conducting a site survey as part of our home cabling service	\$49
MyHome Connectivity Standard Cabling Charge	For the installation of cables and cable trunking on your premises	\$149 (+\$19 per 5m extra.)
On-Site Visit Weekend / Evenings Surcharge	For on-site visits by a MyRepublic technician during Saturday or evening hours (i.e. 6pm - 8pm) including visits for service installation and maintenance	\$50
1Gbps Add-On Installation Fee	When you are an existing MyRepublic broadband customer and order an additional 1Gbps line to your premises	\$10
Missed Appointment Fee	If the customer is not around to receive the MyRepublic technician at the scheduled appointment at customer's home	\$10.70

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If it isn't here, you won't be charged. Promise.

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Transfer of Ownership Processing Fee	Administrative fee for processing of transfer of ownership requests for a residential fibre broadband connection	\$20
Static IP installation and cancellation	Cancellation fee only applies for cancellation of Static IP <b>within 1 year</b> of installation	\$50 for installation \$50 for cancellation
Changing of Home Voice VAS	After initial sign up of Home Voice VAS. Does not apply to IDD packs	\$4.99 per line
Number Porting Charges per number or DDI's (for transferring your existing phone number to MyRepublic Voice)	Successful Number Port application	\$18.99
	Termination of Number Port service without porting number from MyRepublic	\$49
Standard Home Voice installation	New MyRepublic broadband customers / recontracting customers	\$0 per line
	Existing MyRepublic broadband customers who have not finished their contract / had opted out of Home Voice at sign-up	\$49 per line
Changing of Home Voice plans from Basic/ Plus/Pro to Standard	Only for existing Home Voice customers on a Basic/ Plus/Pro plan who change to a Standard plan	\$4.99
Voice Early Termination Fee	If you terminate Voice Service before your fibre broadband contract ends	\$49 per line
Modification of Home Voice number (cost per number)	To change your Home Voice number to a different number, before any Silver/Gold number charges.  Note: Changing from a 3 series to 6 series number is free. If you already own a silver/gold 3 series number, you can choose a new golden/silver number free of charge.	\$25 (silver/gold number charges are on top of this charge)