

## **City Cable Australia Promotions – Terms and Conditions**

### **General promotions terms and conditions – New customers**

1. Promotions only apply to new customers for selected buildings/addresses.
2. Promotions must be redeemed within the specified promotional period, unless otherwise specified.
3. Promotions cannot be applied retroactively.
4. Promotions do not apply to NBN plans, unless otherwise specified.
5. A promotional discount cannot be combined with any other discount, unless otherwise specified.
6. Discounts cannot be applied to the same address, unless proof of new ownership or tenancy is provided (excluding flatmates).
7. Promotional discounts cannot be transferred to another individual or entity.
8. Promotions involving hardware do not cover delivery fees.
9. Promotions involving free hardware: Failure to pay the first month's service fee, City Cable reserves the right in invoicing for the full hardware amount.
10. Promotions involving onsite activation do not cover any subsequent onsite fees that caused by users.
11. Promotional discounts tied to specific plan types will expire immediately upon switching to a non-supported plan type. For example: changing from a Cable plan to an NBN plan.
12. Customers are advised to consult the general terms and conditions for specific products and services.
13. City Cable Australia reserves the right to withdraw or alter a promotion at any time and/or in the event of a Force Majeure Event.

#### **Please Note:**

- Discounts will be deducted automatically from customer invoices during the applicable period.
- The standard price will be deducted automatically from the customer's nominated payment account once the promotion period ends.

**General promotions terms and conditions – Friend refer campaign**

1. This campaign is applicable to all current City Cable customers.
2. The benefit is applied as a credit towards the following monthly internet fees.
3. The credit cannot be used for purchasing modems, routers, or any hardware.
4. The credit can only be redeemed once per month.
5. The referral details must be provided and accepted during the sale process, whether conducted over the phone or online, to be applied to an account.
6. The new sign-up customer should provide the referral details prior or during the sale process, whether conducted over the phone or online, to be applied to an account. Referral details provided beyond the sale is not acceptable.
7. The credit cannot be exchanged for cash or transferred to another individual or entity.
8. This campaign is applicable to residential NBN and FTTB services.
9. There is no limit to the number of friends you can refer.
10. Credit is applied once your referred friend's service becomes active.
11. Your referred friend must be informed of the benefit you will receive by using your code.
12. City Cable Australia reserves the right, at its discretion, to revoke your access to this campaign if you violate our fair and acceptable use policy or engage in behaviour deemed to exploit the program unfairly.

**Privacy:**

- To participate in this program, existing customers must disclose their unique account number to their friends. City Cable Australia does not share any information about referred friends with existing customers, except to confirm that the referral has resulted in a new customer and that the referrer will consequently receive a credit.

**General promotions terms and conditions – Existing customers**

1. The dollar value of the campaign is as promoted via email at the time of offer.
2. The monetary value is provided in the form of a credit applied to your service account.
3. The credit cannot be redeemed for cash or transferred to another individual or entity.
4. The offer only applied to City Cable's broadband service as promoted via email at the time of offer.
5. During the promotion period, you are free to change plans. However, the amount of credit may vary due to the change of plan.
6. If you terminate the service during the offer period, you are not able to redeem the offer for the effective month. As per our standard terms and conditions, you will need to give us at least a 30 days' written notice prior to the next billing cycle, and you are required to pay up to the service ended date. The final service fee will be pro-rata based on the standard price.
7. City Cable Australia reserves the right, at its discretion, to remove your access to this offer if you violate our fair and acceptable use policy or engage in behaviour deemed to exploit the offer unfairly.