



City Cable Friends Membership Program Terms and Conditions

1. Introduction

The City Cable Friends Membership Program (“Membership”) offers exclusive benefits and discounts to City Cable members, including discounted high-speed internet services. By enrolling in the Membership, you agree to these terms and conditions, in addition to City Cable’s general [Terms and Conditions](#).

2. Membership Eligibility

2.1 The Membership is available only in selected buildings in Melbourne where City Cable provides direct cable infrastructure.

2.2 Members must be 18 years or older.

2.3 The Membership is non-transferable and intended solely for use by the original member who enrolls.

3. Membership Fee and Term

3.1 The Membership fee is \$330 annually.

3.2 The Membership term lasts 12 months from the date of purchase, with no monthly payments.

3.3 Membership renewal must be completed before the expiration of the term to avoid service interruption. Renewal fees and terms may vary based on updated membership pricing and conditions.

4. Membership Benefits

4.1 **Internet Service:** Members receive high-speed internet at 100 Mbps for residential use in eligible buildings.

4.2 **Discounts on Additional Services:** Members receive a 20% discount on essential services, including router purchases, technical support callouts, and more.

4.3 **Referral Program:** Members earn 30 credits for each referral who joins the Membership. Credits can be redeemed as discounts on additional services offered by City Cable (credits hold no cash value and are non-transferable).

4.4 **Future Benefits and Partner Discounts:** City Cable reserves the right to add or modify benefits, including collaborations with third-party service providers for exclusive discounts on bundled services (e.g., energy, retail partnerships).

5. Membership Use and Limitations

5.1 The Membership is valid only in eligible City Cable buildings equipped with cable internet infrastructure.

5.2 Members are not allowed to resell or share their internet connection.

5.3 Usage is subject to City Cable's Fair Use Policy, and excessive use may result in reduced speeds or service suspension.

6. Cancellations and Refunds

6.1 Cooling-Off Period:

- **First Month:** Members may cancel their Membership within the first month for a partial refund of \$275.
- **Second Month:** Members may cancel during the second month for a reduced refund of \$220.

6.2 After Cooling-Off Period: After the second month, the Membership fee is non-refundable. Members may cancel but will continue to receive internet services and benefits for the remainder of the 12-month term.

6.3 Cancellation Process: To cancel the Membership, members must contact City Cable's customer service 15 days prior to the service ended date. Our contact number is 1300 850 718. Cancellations will be confirmed in writing.

7. Renewal and Expiration

7.1 City Cable will notify members before the end of their term with renewal instructions.

7.2 If the Membership is not renewed before the expiration date, internet service and benefits will be suspended until renewal is complete.

7.3 Renewal fees may be subject to changes at City Cable's discretion.

8. Changes to Terms and Benefits

8.1 City Cable reserves the right to update or modify these terms, the Membership fee, or the benefits provided under the Membership at any time. Changes will be communicated to members via email and on the City Cable website.

8.2 Continued use of the Membership after any changes are made constitutes acceptance of the revised terms.

9. Limitations of Liability

9.1 City Cable is not responsible for service interruptions or performance issues caused by external factors, such as maintenance, network congestion, or force majeure events.

9.2 Any liability related to third-party partnerships, such as bundled discounts from energy providers or retailers, rests with the third-party provider. City Cable is not responsible for any issues arising from third-party services.

10. Privacy and Data Use

10.1 City Cable collects and processes personal information in accordance with its Privacy Policy.

10.2 By enrolling in the Membership, members consent to receiving marketing communications related to new benefits, offers, and service updates. Members may opt out of marketing emails at any time.

11. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of the state of Victoria, Australia. Any disputes will be subject to the exclusive jurisdiction of the courts of Victoria.

12. Contact Information

For questions, cancellations, or further assistance with your Membership, please contact City Cable Customer Service at 1300 850 718, Mon-Fri, 9am-6pm, or visit www.citycable.com.au.