

City Cable Australia Promotions – Terms and Conditions

General Promotions Terms and Conditions – New Customers

1. Promotions only apply to new customers for selected buildings or 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: if the first month's service fee is not paid, City Cable reserves the right to invoice for the full hardware cost.
10. Promotions involving onsite activation do not cover any subsequent onsite fees caused by the users.
11. Promotional discounts tied to specific plan types will expire immediately upon switching to a non-supported plan type (e.g. switching from Cable to NBN).
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 automatically deducted from customer invoices during the applicable promotional period.
- The standard plan price will be automatically deducted 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 referral credit cannot be used for hardware purchases (e.g. modems, routers).
3. Only one referral credit can be redeemed per month.
4. Referral details must be provided and accepted during the sale process (via phone or online) to be eligible. Referral details provided after the sale will not be accepted.
5. The referral credit cannot be exchanged for cash or transferred to another individual or entity.
6. This campaign is only applicable to residential NBN and FTTB services.
7. There is no limit to the number of friends a customer can refer.
8. In addition to the general promotional discount, only one additional discount will be applied to the customer's account each month. The remaining credits will be applied in subsequent billing cycles, one per month.
9. The referral credit will be applied in the month following the referee's service activation.
10. The referral credit will be applied to the next full monthly service bill, and is not applicable to partial billing periods or pro-rata charges.
11. The referral credit is only applicable if the customer maintains an active service with City Cable in the month the credit is scheduled to be applied.
12. Referrers must inform the referred friend about the benefit they will receive by using the referral code.
13. City Cable Australia reserves the right, at its discretion, to revoke access to this campaign if the customer violates the fair and acceptable use policy or engage in behaviour deemed to exploit the program unfairly.

Privacy:

- To participate in this program, existing customers must share their unique account number with friends. City Cable Australia will not disclose information about the referred friend, except to confirm that a referral has been successful and that a credit has been applied.

General Promotions Terms and Conditions – Existing Customers

1. The dollar value of the campaign is as stated via email at the time of the offer.
2. The dollar 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. In addition to the general promotional discount, only one additional discount will be applied to the customer's account each month. The remaining credits will be applied in subsequent billing cycles, one per month.
5. The credit will be applied to the next full monthly service bill, and is not applicable to partial billing periods or pro-rata charges.
6. The credit is only applicable if the customer maintains an active service with City Cable in the month the credit is scheduled to be applied.
7. The offer only applies to City Cable's broadband service as promoted via email at the time of the offer.
8. Plan changes are allowed during the promotional period, but the credit amount may be adjusted based on the new plan.
9. If the customer terminates the service during the promotion period, any unredeemed credit for that month will be forfeited. In accordance with City Cable's standard terms and conditions, a 30-day written notice is required prior to the next billing cycle, and the customer is required to pay up to the service end date. The final service fee will be calculated on a pro-rata basis using the standard pricing.
10. City Cable Australia reserves the right, at its discretion, to revoke access to this offer if the customer violates the fair and acceptable use policy or engage in behaviour deemed to exploit the offer unfairly.