



Terms and Conditions for Router Instalments

Effective from October 2025

1. Instalment Overview

- 1.1. Customers selecting the 12-Month Instalments option agree to pay \$12.50 per month over 12 months for a premium router valued at \$150.
- 1.2. Customers selecting the 24-Month Instalments option agree to pay \$6.25 per month over 24 months for a premium router valued at \$150.
- 1.3. Customers selecting the One-time Payment option agree to pay \$150 for premium router, to be charged in full during the first month.

2. Eligibility

- 2.1. Router Instalments are eligible for new address only.
- 2.2. Router instalments cannot be applied retroactively.

3. Router Refund and Cancellation Policy

- 3.1. Router fee is non-refundable if you choose to cancel our internet service
 - 3.1.1.1. 12-Month Instalment Plan: If you cancel your service within the 12-month instalment period, you are required to pay the remaining router balance in full before your service cancellation date.
 - 3.1.1.2. 24-Month Instalment Plan: If you cancel your service within the 24-month instalment period, you are required to pay the remaining router balance in full before your service cancellation date.
 - 3.1.1.3. One-time Payment Plan: If you cancel your service, \$150 premium router fee is non-refundable.

4. Governing Law

- 4.1. Our Terms and Conditions are governed by the laws of the Commonwealth of Australia and the Laws of the State or Territory of your service.