

Friend15 EOY Special Campaign

1. Campaign Overview

- 1.1. Customers who register in pairs under this campaign are eligible for continuous discounts up to 15 months.
- 1.2. This campaign offers up to \$10 continuous discount on promotion plans for NBN, Opticomm and Lynham services.
 - 1.2.1. \$5.00 or \$10.00 off the standard monthly price for the first 15 months on promotional plans for NBN Network, Opticomm Network, and Lynham Network.
- 1.3. This campaign is valid until 31st January, 2026.

2. Eligibility

- 2.1. This campaign is valid only in specific coverage areas. Availability is subject to verification.
- 2.2. This campaign is eligible only for two customers who register together.
- 2.3. This campaign is eligible for new service address only.
- 2.4. The promotion of the campaign cannot be applied retroactively.
- 2.5. The promotional discount cannot be applied to the same address.
- 2.6. The promotional discount cannot be combined with any other discount, unless other specified.

3. Service suspension or cancellation by us

- 3.1. Your service will be suspended if you failed to pay the amount within the payment terms after we give you notice requiring payment of that amount.
- 3.2. Your service will be cancelled if we did not receive payment or reply from you after we give you notice requiring payment of that amount.
- 3.3. To reconnect the service will incur a Service Reconnection Fee of \$55 and may take up to 2 business days.

4. Service cancellation by you

- 4.1. You are required to give 30 days' notice before the service ended date.
- 4.2. You are required to pay up to the service's end date.

5. Refund Policy

- 5.1. A full or pro-rata refund will be processed if we unable to provide the service due to our or the Supplier.
- 5.2. Any administration fee is not refundable in any circumstances, including the below items:
 - 5.2.1. New Development Charge
 - 5.2.2. New Connection Fee
 - 5.2.3. Equipment Delivery Fee

6. Governing Law

- 6.1. 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.