

Special Campaign - Code "Extra5"

1. Campaign Overview

1.1. Customers are eligible for an extra \$5.00 off the promotional price on NBN 500/50Mbps for 12 months.

1.1.1. \$75.00/month on NBN 500/50Mbps plan for 12 months

1.2. This campaign is valid only in specific coverage areas availability is subject to verification.

2. Eligibility

2.1. This campaign is valid only in specific coverage areas. Availability is subject to verification.

2.2. This campaign is valid only for new customers and former customers whose service addresses have been cancelled for over six months.

2.3. The promotion of the campaign cannot be applied retroactively.

2.4. The promotional discount cannot be applied to the same address.

2.5. 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.