



## Terms and Conditions for Router Instalments

Effective from October 2025

### 1. Purchase Overview

You can choose to purchase the router via a one-time Outright Payment or through an Instalment Plan (12-month or 24-month)

- 1.1. Outright Purchase: The full purchase price is due at the time of transaction.
- 1.2. 12-Month Instalment: Payments are divided into monthly cycles over 12 months. The specific monthly minimum and payment schedule are those defined in the order Summary at the time of purchase.
- 1.3. 24-Month Instalment: Payments are divided into monthly cycles over 24 months. The specific monthly minimum and payment schedule are those defined in the order Summary at the time of purchase.

### 2. Early termination and final settlement

If you terminate the Internet Service before the end of the 12-month or 24-month term, the following applies:

- 2.1. Lump Sum Payment: The remaining amount of the total term (as stated on the original Order Summary) becomes immediately due and payable.

*For example:*

You selected the 12-month instalment plan with minimum payment of \$13/month.

You request service termination after 4 months. You are required to pay the remaining balance in full.

*Calculation for final payment: \$13/month X 8 months remaining = \$104.00*

- 2.2. City Cable Australia reserves the right to charge the registered payment method for the full outstanding balance.

### 3. Refund Policy

- 3.1. The router purchase fee is non-refundable when the device meets the manufacturer performance standards upon technical inspection.
- 3.2. Refund is not available for change of mind.
- 3.3. Refund eligibility is contingent solely on a verified hardware failure.

### 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.