

Special Campaign – Code “senior2026”

1. Campaign Overview

- 1.1. Customers are eligible for an extra discount on selected NBN plan for 8 months.
 - 1.1.1. Additional discounts for NBN 25/10Mbps, NBN 100/20Mbps and NBN 100/40Mbps plans for 8 months.
- 1.2. This campaign is valid only in specific coverage areas availability is subject to verification.
- 1.3. This campaign is valid only for seniors who present a valid senior card or ID.

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.