CITYCable
EMPOWERING CONNECTIVITY

Cable Internet Campaign -- Code "Special2026"

1. **Campaign Overview**
   - 1.1. This campaign offers first month of Cable Internet service free of charge, followed by a continuous monthly discount of up to $15.00 for the next 12 months.
   - 1.2. This offer is available only at selected plans, buildings and areas for Cable Internet.
   - 1.3. Due to limited coverage, please contact our customer service team for address check.
   - 1.4. 10% off for hardware devices for selected plans and areas for Cable Internet
   - 1.5. Sign up with code – "Special2026".
2. **Eligibility**
   - 2.1. This campaign is valid only in specific coverage areas. Availability is subject to verification.
   - 2.2. This campaign is eligible for new service address only.
   - 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 $55.00 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.