

Aussie Broadband Existing Customer Focus on Fast Promotion – Terms & Conditions

Focus on Fast terms and conditions – existing customers

Aussie Broadband are offering a promotion to eligible existing customers to upgrade the speed of their NBN service at a discounted price.

Terms and Conditions of this promotion includes:

- The promotion only applies to existing residential NBN customers* (excludes OptiComm)
- The promotional period commences on 01/02/2021 and ends on 31/07/2021
- The promotion cannot be redeemed outside of the promotional period
- Plan changes scheduled outside of promotional period are not eligible
- The promotion cannot be applied retrospectively
- A promotional discount cannot be used in conjunction with any other discount or offer
- The promotional discount cannot be transferred to another service, person, or party
- The promotional discount cannot be redeemed for cash
- Customers are eligible to upgrade to any supported plan above/faster than their existing active plan
- Supported plans include the 100/20, 100/40, 250/25 and 1000/50 plans
- The promotional discount does not apply to plans below the 100/20 plan (12/1, 25/5, 50/2, for example)
- A lower-speed plan must be in place and active for a minimum of 3-months to be eligible to upgrade to a higher-speed plan and receive the promotional discount.
- You are ineligible for the promotional discount if your service has been on the higher-speed plan that you are upgrading to in the last 3-months, or if you have been on any higher-speed plan than your current one in the last 3-months.
- Discounts will be applied automatically to customer bills for the relevant period once the plan change is complete
- The promotional discount is based on the speed that you select to upgrade to (250/25 plan = \$30.00 discount for 6-months, for example) and will expire immediately if the plan is downgraded, changed to a non-supported speed tier, or upgraded within 3 months
- Customers should refer to general terms and conditions for specific products and services
- Customers currently on Financial Hardship arrangements are not eligible for this promotion
- Not all speed tiers are available to all customers – [click here](#) to check eligibility

Please Note:

If the discount lasts longer than 30 days, we will endeavour to let you know when it is close to expiring.

**An existing customer is defined as an individual who is the legal owner of an active service with Aussie Broadband at the time the offer is applied.*