

Aussie Broadband Promotions – terms and conditions

General promotions terms and conditions – new customers

Aussie Broadband from time-to-time offers general promotions to new customers (eg, first month free or \$10 off for the first six months).

Terms and conditions of these include:

- promotions only apply to new customers
- promotions cannot be redeemed outside the promotional period
- promotions cannot be applied retrospectively
- promotions do not apply to our NBN 150 or 250 plans unless stated otherwise
- a promotional discount cannot be used in conjunction with any other discount unless stated otherwise
- a discount cannot be applied to an address within 180 days of any other discount being applied, unless you can prove you are a new owner/rental tenant (not flatmate) of that address
- a promotional discount cannot be transferred to another person or party
- a promotional discount cannot be redeemed for cash
- promotions involving hardware do not include mailing costs
- customers should refer to general terms and conditions for specific products and services

Discounts will be applied automatically to customer bills for the relevant period.

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

General promotions terms and conditions – existing customers

Aussie Broadband from time-to-time offers general promotions to existing customers (eg, free Fetch TV for a plan upgrade).

Terms and conditions of these include:

- promotions only apply to existing customers
 - promotions cannot be redeemed outside the promotional period
 - promotions cannot be applied retrospectively
 - promotions do not apply to our NBN 150 or 250 plans unless stated otherwise
 - a promotional discount cannot be transferred to another person or party
 - a promotional discount cannot be redeemed for cash
 - discounts will be applied automatically to customer bills for the relevant period
 - promotions involving hardware do not include mailing costs
 - customers should refer to general terms and conditions for specific products and services
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If the discount lasts longer than 30 days, we will endeavour to let you know when it is close to expiring.

**Refer-a-friend
terms and
conditions**

Aussie Broadband operates a refer-a-friend program, encouraging customers to refer a friend to us for a defined benefit.

Terms and conditions of this program include:

- The dollar value of the benefit is as promoted on our website at the time of referral
- The benefit is in the form of a credit applied against monthly internet fees
- The benefit cannot be redeemed for cash
- The benefit cannot be transferred to another person or party
- New customers signing up can receive a referral credit or a promotional/discount offer, but not both
- This program only applies to residential and small business NBN services. It does not apply to any business grade service.
- There is no limit to the number of friends you can refer
- Credit is applied once your friend's service becomes active
- You cannot refer yourself for a subsequent account

Aussie Broadband reserves the right, in our sole discretion, to remove your access to this program if you breach our fair and acceptable use policy, or we have otherwise formed the view that you are scamming this program.

Privacy: to participate in this program, existing customers must disclose to their friend their unique account number. Aussie Broadband does not provide existing customers with any information about referral friends, except for the fact that someone you referred has become a customer and that you will therefore receive a refer-a-friend credit.

**Loyalty offer
terms and
conditions**

Aussie Broadband from time-to-time operates a loyalty offer for invited long-term customers.

Terms and conditions of this program include:

- The dollar value of the benefit is as promoted via email at the time of offer
 - The benefit is in the form of a credit applied against your account
 - The benefit cannot be redeemed for cash
 - The benefit cannot be transferred to another person or party
 - This offer only applies to residential customers. It does not apply to any small business or business grade service.
 - The offer applies to broadband services only (including nbn, ADSL, Naked DSL and Wireless). The credit does not apply to charges for other services or products such as a phone service, mobile service, entertainment or any hardware.
 - The offer does not form a contract. You are free to change plans or cancel your service at any time during the offer (and likewise, as per our standard terms and conditions, we may provide you with relevant notice to either
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change or cancel your service). If we change your plan, the amount of the original credit remains in place on your account.

- If you cancel your service with us during the offer period, we will refund you the upfront amount that is remaining on your account – however, we will not refund or pay you the bonus credit
- If you change your plan with us during the offer period, your bonus credit remains at the same value (meaning if you move your plan down it will take longer to use up, or if you move your plan up, you will use your credit faster)

Aussie Broadband reserves the right, in our sole discretion, to remove your access to this offer if you breach our fair and acceptable use policy, or we have otherwise formed the view that you are scamming this offer.

Expiry dates for unspecified promotions

Promotion	Expiry date
Pre-order for \$20 off your first 6 months	18/02/19
