

# Terms and Conditions

## Discounted nbn<sup>®</sup> plan for 6 months with a Fresh Fibre upgrade

This offer provides eligible new and existing Tangerine customers with a \$0 upgrade from a fibre to the node (**FTTN**) or fibre to the curb (**FTTC**) nbn<sup>®</sup> connection to a faster fibre to the premises (**FTTP**) nbn<sup>®</sup> connection, in combination with a discount of \$40 a month off the Recommended Retail Price (**RRP**) of an eligible Tangerine nbn<sup>®</sup> plan for 6 months from the date of activation, where a customer meets the following eligibility criteria:

- a. The customer must have an existing FTTN or FTTC service at an address that has been identified by NBN Co as being eligible for an upgrade to FTTP;
- b. The customer must initiate an upgrade to their existing service from FTTN or FTTC to FTTP by ordering an eligible new Tangerine nbn<sup>®</sup> plan between 1 April 2023 and 4:59pm AET 1 April 2024; and
- c. The customer must complete the nbn<sup>®</sup> installation process for their FTTP service by 31 May 2024.

Subject to these Terms and Conditions. The promotional period commences on 1 April 2023 and ends on 5pm AEST 1 April 2024. Sign-ups for eligible Tangerine nbn<sup>®</sup> plans or requests for fibre upgrades submitted outside of the promotional period (1 April 2023 – 1 April 2024) will not be eligible to receive the discount of \$40 off the RRP.

The 6 months is a promotional period and commences from the day your eligible Tangerine nbn<sup>®</sup> service is activated. After this, the cost of your plan will revert to the RRP current at that time. The RRP's of Tangerine nbn<sup>®</sup> plans are available on the [Tangerine website](#) and is subject to change in accordance with our [Standard Form of Agreement](#).

### Offer Terms and Conditions:

This offer is subject to the full terms and conditions and eligibility criteria below:

1. The offer is only available to customers who meet the following eligibility criteria (**Eligible Customers**):
  - a. You must have an existing FTTN or FTTC service at an address that has been identified by NBN Co as being eligible for an upgrade to FTTP;
  - b. You must initiate an upgrade of your existing service from FTTN or FTTC to FTTP by ordering an eligible new Tangerine nbn<sup>®</sup> plan between 1 April 2023 and 4:59pm AET 1 April 2024; and
  - c. You must complete the nbn<sup>®</sup> installation process for their FTTP service by 31 May 2024.
2. The Tangerine nbn<sup>®</sup> plan ordered in connection with your FTTP upgrade must meet the following minimum eligible plan requirements outlined the table below, noting that:
  - a. If your current connection is FTTN, the minimum Tangerine nbn<sup>®</sup> plan eligible for the this offer is the Speedy Plan (NBN Speed Tier 100/20); and
  - b. If your current connection is FTTC, the minimum Tangerine nbn<sup>®</sup> plan eligible for the this offer is the SuperSpeedy Plan (NBN Speed Tier 250/25).

Plan	Eligibility - Current FTTN service	Eligibility - Current FTTC service
<b>Speedy</b> (NBN Speed Tier 100/20)*	✓	X
<b>SuperSpeedy</b> (NBN Speed Tier 250/25)*	✓	✓
<b>UltraSpeedy</b> (NBN Speed Tier 1000/50)*	✓	✓

\* nbn<sup>®</sup> Speed Tier refers to the maximum possible speed of the relevant plan outside evening peak hours. You will typically experience slower speeds in practice, including during evening busy periods. Not all speeds are available in all areas. Typical evening speeds are measured between 7pm - 11pm and are subject to change. Actual speeds may be slower and vary due to a range of factors. For more information, see our nbn<sup>®</sup> Key Facts Sheet on the [Policies page](#) of our website.

3. This offer provides Eligible Customers with a \$0 upgrade from an FTTN or FTTC nbn<sup>®</sup> connection to a faster FTTP nbn<sup>®</sup> connection, together with the following discount on an eligible nbn<sup>®</sup> plan:
  - a. \$40 a month off the RRP of a Speedy Plan (NBN Speed Tier 100/20) for 6 months (**NOTE:** available with FTTN to FTTP upgrades only);
  - b. \$40 a month off the RRP of a SuperSpeedy Plan (NBN Speed Tier 250/25) for 6 months; or
  - c. \$40 a month off the RRP of an UltraSpeedy Plan (NBN Speed Tier 1000/50) for 6 months.
4. The offer will commence following completion of your FTTP upgrade from the day your eligible new nbn<sup>®</sup> plan is activated on the nbn<sup>®</sup> network and will run for 6 months. The monthly discount will automatically be deducted from your first, second, third, fourth, fifth, and sixth invoices, or until you cancel your service or change to an ineligible plan (whichever is earlier).
5. After the 6-month promotional period, the cost of your plan will revert to the RRP current at that time. The RRP will be the price shown on the [Tangerine website](#) and in the [Critical Information](#) Summary for your plan.
6. If you are provided with the discount under this offer you are required to complete the upgrade to FTTP through NBN Co before 31 May 2024.
7. Failure to complete the FTTP upgrade due to any matters within your control (such as failure to organize an installation appointment, cancellation of the appointment, or failure to reschedule a cancelled appoint) will result in the discount being removed from your account and you forfeit any remaining discounted months.
8. If you change to an ineligible Tangerine nbn<sup>®</sup> plan during the 6-month offer period, the discount will be removed from your account and your new Tangerine nbn<sup>®</sup> plan will be charged at the RRP shown on the [Tangerine website](#), subject to any applicable discounts or offers that may available with your new plan at the time of activation.
9. All discounts available with this offer apply to plan fees only and do not apply to the following:
  - a. any modem charges, if you choose to purchase a modem rather than bring your own (BYO), you will be charged for the cost of the modem, at time of application. Modems supplied by Tangerine are unlocked and capable of working with another nbn<sup>®</sup> service provider; and
  - b. any additional services or charges outside the base monthly nbn<sup>®</sup> plan fee.
10. This offer is offered on a no fixed term contract. You are free to cancel at any time without charges. However, cancelling your service within the first 6 months forfeits any remaining discounted months.
11. This offer cannot be transferred to another person or party.

12. The offer is only available once per customer and per premises. Should you relocate address within the first 6 months, the offer is non-transferable to your new address.
13. This offer is not valid in conjunction with any other offer or discount.
14. This offer may be cancelled, varied or withdrawn by Tangerine at any time.
15. If you sign up, Tangerine will be your service provider and the provision of your Tangerine nbn<sup>®</sup> service will be subject to these offer terms, as well as Tangerine's standard terms of service and policies available on the [Policies page](#) of our website.

### **FTTP Upgrade - Installation Process:**

16. For a new FTTP service to be connected, the following steps must be completed:
  - a. **Pre-installation Visit:** Tangerine will arrange for an nbn<sup>®</sup> technician to assess the outside of your premises. If the pre-installation visit determines that extra infrastructure (e.g. trenching and conduit) is required to complete the installation, you will be advised by Tangerine of any additional costs that you are responsible for paying in order to proceed.
  - b. **Installation Appointment:** Tangerine will arrange for an nbn<sup>®</sup> technician to install the nbn<sup>®</sup> equipment inside and outside your premises. You, or an authorised person over the age of 18, will need to be present during the installation to give the technician both internal and external access to your premises.
17. Once your service upgrade is complete, you will need to connect to the new nbn<sup>®</sup> connection box by using an Ethernet cable and a compatible modem.

### **Service Transfer:**

1. If you have an existing nbn<sup>®</sup> FTTN/FTTC service (including with Tangerine), is it important that you **do not** cancel this service until your FTTP upgrade is complete. This will ensure you are not left without an nbn<sup>®</sup> service while your FTTP upgrade is being installed.
2. If you have an existing FTTN or FTTC service, you will need to reconfigure your existing modem in accordance with our instructions before you can use your new FTTP service.
3. **Important:** If you have an existing FTTN or FTTC service with Tangerine, you are responsible for cancelling your existing service once your FTTP upgrade is complete. You will continue to be charged for both services until you complete this cancellation. You can cancel your service through the Customer portal.
4. If you have an existing service with another provider, you are responsible for cancelling your existing service with that provider once your FTTP upgrade is complete. You may continue to be charged for both services until you complete this cancellation.