

14 DAY NBN TRIAL TERMS AND CONDITIONS

Tangerine's 14 Day nbn™ Trial means that if you are not completely satisfied with your Tangerine nbn™ service during the first 14 days of connection, Tangerine will provide a full refund of your nbn™ plan fee, but not your modem.

If you choose to purchase a modem from Tangerine when you sign up for a Tangerine nbn™ service, the cost of the modem is non-refundable (other than in accordance with our Modem Refund Policy or your rights under the Australian Consumer Law to receive a refund or replacement). You are however welcome to use your own existing modem for the trial.

We have set out below the details of how the 14 Day nbn™ Trial works but if you are in anyway uncertain, something is not clear or you have any questions about how this offer may apply to you, then please contact us on 1800 211 112 or via live chat on our website - before going ahead.

1. The 14 Day nbn™ Trial is only applicable to new Tangerine NBN customers who are connecting with Tangerine for the first time. Properties previously connected with Tangerine are not eligible for the 14 Day nbn™ Trial. The 14 Day nbn™ Trial does not apply to home wireless broadband or mobile services.
2. The 14 Day nbn™ Trial period will commence from the day that your NBN service is activated on the network – this is when you will receive an email and/or SMS to confirm service activation. Please note this is not 14 days after you plug in the modem.
3. To obtain a refund of your nbn™ plan fees during your 14 Day nbn™ Trial period, you must let us know by contacting our support team on 1800 211 112 or via the service cancellation option in your customer portal.
4. The refund request must be received within the 14 Day nbn™ Trial period. Refund requests received after the 14 day nbn™ Trial period will not be accepted or processed.
5. The refund will only include the applicable NBN pre-paid fee paid by you. Without limitation, the refund excludes the following (a) to (c) inclusive. This means you will not have money refunded that relates to any of the below points:
 - a. Any modem charge. If you choose to purchase a modem (rather than BYO or 'bring your own') the modem is non-refundable, other than in accordance with our Modem Refund Policy or your rights under the Australian Consumer Law (for example, if it's faulty). Modems supplied by Tangerine will always be unlocked and capable of working with another NBN service provider.
 - b. Any NBN New Development Fee charge or NBN New Copper Pair charge. These are charges levied on us by NBN and which we pass through to you. They apply if your premises has not previously been connected to the National Broadband Network; and
 - c. Any additional charges/usage outside the base monthly plan fee, such as calls to 13/1300 or international numbers made on an NBN + Phone (VoIP) service.
6. Refunds will be made to the original credit or debit card used during the sign-up process only. Refunds cannot be substituted or refunded using any other payment method.