

# Discounted nbn<sup>®</sup> plan for 6 months with a fresh fibre upgrade

## TERMS AND CONDITIONS

This offer provides eligible new and existing Tangerine customers with a \$0 upgrade from 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, together with a discount of \$30 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 the following eligibility criteria are met:

- a. The customer has an existing FTTN or FTTC service at an address that has been identified by NBN Co as 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 5:00pm AET 1 April 2024 and 9:59pm AET 30 September 2024; and
- c. The customer must complete the nbn<sup>®</sup> FTTP installation process by 30 November 2024.

Subject to these Terms and Conditions, the promotional period commences on 5:00pm AET 1 April 2024 and ends at 9:59pm AET 30 September 2024. Sign-ups for eligible Tangerine nbn<sup>®</sup> plans or requests for fibre upgrades submitted outside of the promotional period (5:00pm AET 1 April 2024 – 9:59pm AET 30 September 2024) will not be eligible to receive the discount of \$30 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 Tangerine nbn<sup>®</sup> RRPs are available on our [website](#) and are subject to change in accordance with our [Standard Form of Agreement](#).

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 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 5:00pm AET 1 April 2024 and 9:59pm AET 30 September 2024; and
  - c. You must complete the nbn<sup>®</sup> FTTP installation process by 30 November 2024.
2. Except where section 3 applies, the minimum nbn<sup>®</sup> plan eligible for upgrade from FTTN or FTTC to FTTP under this offer is the Speedy plan (nbn100/20\*).

Plan	Eligible plans – current FTTN or FTTC service
Speedy (nbn <sup>®</sup> Speed Tier 100/20*)	✓
Speedy Plus (nbn <sup>®</sup> Speed Tier 100/40*)	✓
SuperSpeedy (nbn <sup>®</sup> Speed Tier 250/25*)	✓
UltraSpeedy (nbn <sup>®</sup> 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. Certain new and existing customers may be eligible to receive a \$0 upgrade from a FTTN or FTTC nbn<sup>®</sup> connection to a FTTP nbn<sup>®</sup> connection by ordering any Tangerine nbn<sup>®</sup> plan (the minimum plan requirement outlined in section 3 will not apply). If you are eligible for an upgrade under this section:
  - a. we will notify you of your eligibility and assist you to initiate an upgrade to a FTTP connection; or
  - b. your eligibility will be confirmed by our [website address-checking tool](#) and you will be able to initiate an upgrade to a FTTP connection by ordering your preferred Tangerine nbn<sup>®</sup> plan.
4. 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. \$30/month off the RRP of a Speedy Plan (nbn100/20) for 6 months (**NOTE:** available with FTTN to FTTP upgrades only);
  - b. \$30/month off the RRP of a SuperSpeedy Plan (nbn250/25) for 6 months; or
  - c. \$30/month off the RRP of an UltraSpeedy Plan (nbn1000/50) for 6 months.
5. 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 be automatically 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).
6. 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 our [website](#) and in the [Critical Information Summary](#) for your plan.
7. If you are provided with the discount under this offer you must complete the FTTP upgrade through NBN Co by 31/08/2024.
8. Failure to complete the FTTP upgrade due to any matters within your control (e.g. failure to organize an installation appointment, appointment cancellation, or failure to reschedule a cancelled appointment) will result in the discount being removed from your account and you forfeit any remaining discounted months.
9. 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 our [website](#), subject to any applicable discounts or offers that may be available with your new plan at the time of activation.
10. All discounts available with this offer apply to plan fees only and do not apply to:
  - a. any modem charge. If you choose to purchase a modem rather than bring your own (BYO), you will be charged for the cost of the modem, at the time of application; and
  - b. any additional services or charges outside the base monthly nbn<sup>®</sup> plan fee.
11. 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.
12. This offer cannot be transferred to another person or party.
13. The offer is only available once per customer and per premises. If you relocate address within the first 6 months, the offer is non-transferable to your new address.
14. This offer is not valid in conjunction with any other offer or discount.
15. This offer may be cancelled, varied, or withdrawn by Tangerine at any time.
16. 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:

For a new FTTP service to be connected, the following steps must be completed:

1. **Pre-installation Visit:** Tangerine will arrange an nbn® technician to assess the outside of your premises. If the pre-installation visit determines extra infrastructure is required to complete the installation (e.g. trenching and conduit), Tangerine will advise any additional costs that you are responsible for paying in order to proceed.
2. **Installation Appointment:** Tangerine will arrange an nbn® technician to install the nbn® equipment inside and outside your premises. You, or an authorised person over the age of 18, must be present during the installation to provide both internal and external access to your premises.

Once your service upgrade is complete, you will need to connect to the new nbn® connection box using an Ethernet cable and a compatible modem.

### Service Transfer:

1. If you have an existing FTTN/FTTC service (including with Tangerine), it is important that you **do not** cancel this service until your FTTP upgrade is complete. This will ensure you are not left without an nbn® service while your FTTP upgrade is being installed.
2. If you have an existing FTTN/FTTC service, you will need to reconfigure your existing modem per our instructions before you can use your new FTTP service.
3. **Important:** If you have an existing FTTN/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.