

Terms and Conditions

Tangerine Mobile Double Data Offer

The offer of double data for 6 months is available to customers who sign up for a new eligible Tangerine mobile plan, or upgrade an existing Tangerine mobile service to an eligible Tangerine mobile plan, between 19 May 2023 and 31 July 2023 (**Offer Period**) and continue to have an eligible plan throughout the 6 months of double data. The 6 months of double data begins:

- if you have signed up for a new eligible Tangerine mobile plan, on the date of activation of that service; or
- if you have upgraded an existing Tangerine mobile service to an eligible plan, on the date of successful upgrade to an eligible service.

If you sign up, Tangerine will be your service provider for your mobile service and will handle all technical enquiries, complaints and servicing. The provision of your mobile service will be subject to Tangerine's standard terms of service and policies, which are available [here](#) on the Tangerine Website. This offer is subject to the full terms and conditions and eligibility criteria below:

1. Plans eligible to receive this offer are Tangerine's 4G plans with 32Gb and 42Gb of included data and the 5G plan with 120Gb included data.
2. The 6 months of double data will begin on activation of an eligible plan or successful upgrade to an eligible plan, and continue to be applied at the start of the next 5 bill cycles as long as you continue to have an eligible plan.
3. On expiry of the 6-month promotional period, your plan will revert to the standard amount of included data advertised with your plan.
4. If upgrading your existing service to an eligible plan, activation to the higher plan and the application of the double data offer will take effect at the end of the current billing period.
5. You can upgrade to a higher eligible mobile plan multiple times during the Offer Period, and subject to clause 6 below, the 6-month double data will reset upon each successful upgrade.
6. If upgrading multiple times during the Offer Period, you will receive bonus data based on the amount of data included with the new plan only. Upon upgrading, you will forfeit any remaining months of bonus data received under this offer in conjunction with a previous plan.
7. If your existing service has active bonus data obtained as part of another offer (including the previous double data offer that ran between 1 December 2022 and 28 February 2023), you can upgrade to a higher eligible mobile plan during this Offer Period and obtain bonus data under this offer based on the included data of the new plan. **However, this will result in you forfeiting any remaining months of bonus data under that previous offer.**

8. A SIM supplied with an eligible plan purchased during the Offer Period must be activated no later than 14 days after the Offer Period to receive the offer.
9. Bonus data unused at the end of any billing period during the offer will automatically be moved to your databank for future use, up to the maximum databank cap for your service. If you reach your databank cap, unused bonus data will expire at the end of the billing period in which it is awarded. Data stored in databank does not expire but will be forfeited if your mobile service is downgraded, cancelled or terminated for any reason.
10. **If you downgrade plans or change to an ineligible plan or at any point during the promotional period, you will cease receiving the double data from the date of the plan change and forfeit any remaining months of bonus data under this offer. You will also lose all data stored in your data bank (including any accrued double data).**
11. Eligible mobile plans are provided on a no fixed term contract and can be cancelled at any time without charges, but this will forfeit any remaining months of the offer.
12. Double data is not available and does not accrue while an eligible mobile service is suspended for any reason.
13. This offer cannot be transferred to another person or party.
14. The offer cannot be obtained outside of the Offer Period and cannot be applied retrospectively.
15. Tangerine mobile services must not be resold and are intended for use by the account holder only.
16. If you sign up, Tangerine will be your service provider for your mobile service and will handle all technical enquiries, complaints and servicing. The provision of your mobile service will be subject to Tangerine's standard terms of service and policies, which are available on the Tangerine website [here](#).

If you have any questions about how this offer may apply to you, please contact us on 1800 211 112 or via live chat on our website.