

TERMS AND CONDITIONS

TANGERINE - CUSTOMER SUCCESS EXISTING NBN CUSTOMER OFFER

Under this offer, eligible Tangerine customers with an existing Value Plus nbn[®] plan who upgrade to a Speedy nbn[®] plan between 21 January 2025 and 31 July 2025 will receive their Speedy nbn[®] plan at a discounted price for 6 months which is equal to the current retail price (RRP) of the Value Plus nbn[®] plan.

This offer is only available to existing Tangerine customers with a Value Plus nbn[®] plan who have been informed of the offer via email and/or phone call. The 6 months is a promotional period and commences from the day your existing Tangerine Value Plus nbn[®] service is upgraded to the Speedy plan. After this, the cost of your plan will revert to the RRP of the Speedy Plan available on the [Tangerine website](#) at that time, which is 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. Under this offer, eligible customers with an existing Value Plus nbn[®] plan who upgrade to a Speedy nbn[®] plan between 21 January 2025 and 31 July 2025 will receive their Speedy nbn[®] plan at a discounted price for 6 months which is equal to the current retail price (RRP) of the Value Plus nbn[®] plan.
2. The monthly discount applicable to your eligible plan will automatically be deducted from your nbn[®] plan fees when you pay at checkout and from your first, second, third, fourth and fifth and sixth invoices, or until you cancel your service.
3. This offer is only available to existing customers who have been notified of their eligibility to participate in this offer by the Tangerine Customer Success team and who upgrade from a Value Plus nbn[®] plan to the Speedy nbn[®] plan. It is not available to new customers who are signing up for a Speedy or Value Plus nbn[®] plan. The offer is only available once per customer and per premises.
4. To upgrade from the Value Plus nbn[®] plan, you must inform the Customer Success team during the phone call that you accept this offer. The plan upgrade will be actioned by the Customer Success team at the end of your current billing period and will take effect from the commencement of your next billing period.
5. The discount will commence from the date your service is upgraded from the Value Plus plan to the Speedy plan and will run for 6 months. After the 6-month promotional period, the cost of your plan will revert to the RRP for the Speedy plan current at that time. The RRP will be the price shown on the [Tangerine website](#) and in the [Critical Information Summary, and is subject to change in accordance with our Standard Form of Agreement](#).
6. All discounts available under 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 the time of application. Modems supplied by Tangerine are unlocked and may be able to be used with another nbn[®] service provider;
 - b. any nbn[®] New Development Fee charge or nbn[®] New Copper Pair charge. These are charges that are passed through from NBN Co; and
 - c. any additional services or charges outside the base monthly nbn[®] plan fee.

7. Not all plans are available at all premises. Please ensure you use our website address-checking tool to establish whether the Speedy plan is available to you. If your premise is in the nbn® sky muster satellite region or you fall outside of the nbn® footprint this offer will not be available to you.
8. This offer is offered on a no fixed-term contract. You are free to cancel at any time without charges. However, cancelling your service or changing to another nbn® plan (besides the Speedy plan) within the 6 month promotional period forfeits any remaining discounted months under this offer.
9. This offer cannot be transferred to another person or party.
10. Should you relocate address within the first 6 months, the offer is transferable to your new address for the remaining portion of the offer period, provided that the Speedy nbn® plan is available at your new address.
11. This offer is not valid in conjunction with any other offer or discount.
12. This offer may be cancelled, varied or withdrawn by Tangerine at any time.
13. Tangerine will be your service provider and the provision of your nbn® service is subject to our [Standard Form of Agreement](#) and these Terms and Conditions.
14. The discounted nbn® services must not be resold and are intended for use by the account holder only.

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.