

## Terms and Conditions

### eero Secure subscription – 12 months at no additional cost with an eero device purchase

When you purchase an eero device from Tangerine for use in combination with a compatible Tangerine internet plan, you will receive an eero Secure subscription for 12 months at no additional cost. This offer remains available until withdrawn or varied by Tangerine, which it may do without notice.

The initial 12-month subscription is a promotional period and commences:

- if you purchase an eero device in combination with a new compatible Tangerine internet service, on the date that service is first activated; or
- if you have an existing compatible Tangerine internet service and subsequently purchase an eero device from Tangerine, on the date your eero device is sent to you.

At the end of this promotional period, your eero Secure subscription automatically converts to a paid month-to-month service and you will be charged monthly in advance at the recommended retail price (RRP) per account current at that time until your eero Secure subscription is cancelled. This offer is only valid for one eero Secure subscription per account at any one time and you will only be charged for one eero Secure subscription per account, regardless of how many eero devices you have purchased from us or connected to your compatible Tangerine internet service.

You cannot purchase an eero device or an eero Secure subscription from Tangerine on a stand-alone basis or without a Tangerine internet service. You cannot purchase an eero device from Tangerine without also receiving an eero Secure subscription. However, an eero Secure subscription is provided on a no fixed term contract and you can cancel it at any time by [contacting us](#). Cancellation will take effect at the end of your current billing period, as long as your request to cancel was submitted at least 5 days before that date. Otherwise, it will take effect at the end of your next billing period. You can continue to use eero Secure until the effective date of cancellation.

If you purchase an eero device with an included eero Secure subscription, Tangerine will be your service provider for your eero Secure subscription service and will handle all technical enquiries, complaints and servicing. The provision of your Tangerine eero Secure subscription is subject to our full terms of service and applicable policies, available [here](#) on our website.

This full terms and conditions and eligibility criteria for offer are set out below:

1. This offer is valid from 1/05/23 until withdrawn by Tangerine, which it may do at any time without notice, except as it applies to customers already receiving the offer prior to the effective date of the change.
2. This offer is only available to Tangerine customers who purchase an eero device from Tangerine for use in combination with a new or existing compatible Tangerine internet service.
3. The offer of a 12-month eero Secure subscription in combination with the purchase of an eero Device from Tangerine commences:
  - a. if you purchase an eero device in combination with a new compatible Tangerine internet service, on the date that service is first activated; or
  - b. if you have an existing compatible Tangerine internet service and subsequently purchase an eero device from Tangerine, on the date your eero device is sent to you.
4. This offer is a once off discount to be applied monthly over 12 consecutive billing periods from the start of your first full billing period after your eero Secure subscription commences.

5. At the end of this promotional period, your eero Secure subscription automatically converts to a paid month-to-month service and you will be charged monthly in advance at the RRP per account current at that time as part of your standard monthly bill until your eero Secure Subscription is cancelled.
6. This offer is only valid for one eero Secure subscription per account and you will only be charged for one eero Secure subscription per account, regardless of how many eero devices you have purchased from us or connected to your compatible Tangerine internet service.
7. The RRP of a Tangerine eero Secure subscription is as set out on our website from time to time. The RRP of an eero Secure subscription is subject to change at any time on at least 30 days' notice.
8. You cannot purchase an eero device or an eero Secure subscription from Tangerine on a stand-alone basis or without a compatible Tangerine internet service.
9. You cannot purchase an eero device from Tangerine without also receiving an eero Secure subscription. However, an eero Secure subscription is provided on a no fixed term contract and you can cancel it at any time by [contacting us](#). Cancellation will take effect at the end of your current billing period, as long as your request to cancel was submitted at least 5 days before that date. Otherwise, it will take effect at the end of your next billing period. You can continue to use eero Secure until the effective date of cancellation.
10. If you cancel your eero Secure subscription, we will disassociate it from all your eero devices connected to your account and you can continue to use a disassociated device with your compatible Tangerine internet service. However, once this occurs, you cannot reactivate an eero Secure Subscription with Tangerine unless you purchase a new eero device from us. You may be able to purchase a similar service directly from eero, in which event eero is responsible for the provision of that service.
11. Cancelling your eero Secure subscription at any time within the first 12 months forfeits any remaining discounted months following the end of the billing period when your cancellation takes effect. However, if you cancel your eero Secure subscription and then subsequently purchase a new eero device from us, you will be entitled to receive this offer again in connection with your new device.
12. This offer cannot be transferred to another account, person or party.
13. The eero Secure subscription must not be resold and is intended for use only by the account holder and the authorised users connected to your compatible Tangerine internet service using one or more eero devices administered by you.

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.