

TERMS AND CONDITIONS

TANGERINE NBN® DISCOUNT OFFER FOR NEW CUSTOMERS

Plan	Value	Value Plus	Speedy	Speedy Plus	SuperSpeedy	UltraSpeedy	Fixed Wireless Value Plus	Fixed Wireless Speedy	Fixed Wireless Superspeedy
Discount off RRP for 6 months#	\$20/mth	\$20/mth	\$25/mth~	\$20/mth~	\$25/mth~	\$30/mth~	\$20/mth	\$20/mth	\$20/mth
Monthly plan fee RRP	Monthly plan fees are as advertised on the Tangerine website from time to time.								

Discount is only available to new customers and is subject to the terms and conditions outlined below.

~ Discount available to eligible customers that sign up to this plan between 29/11/24 and 3/12/24. The discount provided to eligible customers who sign up to this plan on or after 4/12/24 will be reduced by \$5 per month (or by \$10 for the UltraSpeedy). See section 3 for details.

This offer provides new Tangerine customers with a discount off the Recommended Retail Price (RRP) of an eligible nbn® plan for 6 months. The monthly discount available on each plan is as outlined in the table above. This offer is valid from 18 April 2024 until 28 February 2025 (subject to section 3).

This offer is only available to new Tangerine nbn® customers that are connecting an eligible Tangerine nbn® service for the first time. The 6 months is a promotional period and commences from the day your eligible Tangerine nbn® service is activated. After this the cost of your plan will revert to the RRP current at that time. The RRP's of Tangerine nbn® plans are available on the [Tangerine website](#) and are subject to change in accordance with our [Standard Form of Agreement](#).

If you sign up, Tangerine will be your service provider for nbn® and will handle all technical enquiries, complaints and servicing. This offer is subject to the full terms and conditions and eligibility criteria below:

1. This offer provides eligible customers who sign up between 18 April 2024 and 28 February 2025 with a discount on the monthly fees that apply to their nbn® plan for 6 months when they sign up to a Tangerine plan. The amount of the discount off the RRP of each eligible nbn® plan is as set out in the table above.
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 invoices, or until you cancel your service.
3. The discounts set out in the table above are available to eligible customers that up to a Speedy, Speedy Plus, SuperSpeedy or UltraSpeedy plan between 29/11/24 and 3/12/24. After this date, the discounts available on the Speedy, Speedy Plus and SuperSpeed plans will be reduced by \$5 per month to \$20 for the Speedy, \$15 for the Speedy Plus and \$20 for the SuperSpeedy. From the 4/12/24, the discount available on the UltraSpeedy will be reduced by \$10 per month to \$20.
4. This offer is only available to new customers who are connecting to a Tangerine nbn® service for the first time. It is not available to customers with an existing Tangerine nbn® service or who have previously had a Tangerine nbn® service. The offer is only available once per customer and per premises.
5. The offer will commence from the day your eligible nbn® service is activated on the nbn® network and will run for 6 months. 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 the [Tangerine website](#) and in the [Critical Information Summary](#) for your plan.
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 your selected 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 within the first 6 months forfeits any remaining discounted months.
 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.
 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. If you sign up, 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.