

## Tangerine Bupa member nbn® offer

### Terms and Conditions

This offer is only available to eligible Bupa members that are signing up to a new Tangerine nbn® service for the first time and checkout between 27/06/23 and 10:00pm AEST on 30/09/24 using a unique discount code provided by Bupa (Discount Code). This offer provides eligible Bupa members with an additional \$15 discount off the Recommended Retail Price (RRP) of an eligible nbn® plan (Bupa Discount) in addition to any introductory new customer discount (Introductory Discount) advertised on the Tangerine website from time to time.

The 6 discounted 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 RRPs 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 your 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. The promotional period commences at 9:00am on 27/06/2023 and ends at 10:00pm AEST on 30/09/24. Sign-ups for new Tangerine nbn® services completed outside of the promotional period (27/06/23 – 30/09/24) will not be eligible to receive the Bupa Discount and/or Introductory Discount.
2. This offer provides eligible Bupa customers with a \$15 discount on the RRP of the monthly fees that apply to their Tangerine nbn® plan for 6 months when they sign-up to a new Tangerine plan, in addition to any monthly discount available under the Introductory Discount offer, as advertised on the Tangerine website from time to time. See [here](#) for the terms and conditions applicable to the Introductory Discount offer and current discount rates available under that offer. The Introductory Discount may be changed or withdrawn by Tangerine at its discretion in accordance with the terms of that offer.
3. The standard monthly fees that apply to your plan are as set out on our website and in the [Critical Information Summary](#) for your plan at the time of sign-up. Your monthly plan fees can be calculated by deducting your applicable Bupa Discount and Introductory Discount from the monthly RRP of your plan.
4. The Bupa Discount and Introductory Discount (if any) applicable to your eligible plan will automatically be deducted from your first, second, third, fourth, fifth, and sixth invoices, unless you cancel your service earlier.
5. This offer is only available to new customers that are connecting to an eligible 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.
6. **Important:** The Discount Code is a single use code that can only be redeemed by ordering through the following Tangerine website offer page: <https://www.tangerinetelecom.com.au/nbn/bupa-offer>
7. To access this offer, you must sign up using the offer page outlined in section 6. Any orders through other Tangerine webpages will not be eligible to receive this offer.
8. The offer will commence from the day your 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.
9. If you signed up to this offer before 29/09/23 and have not changed to a different Tangerine nbn® plan from 29/09/23, you can find the rates for the Introductory Discount applicable to your plan in the Tangerine Intro NBN Discount Offer under the Expired Offers section of our [Policies page](#).
10. If you sign up under this offer from 29/09/23, or you changed to a different Tangerine nbn® plan during your 6-month offer period on or after 29/09/23, you will receive the Bupa Discount of \$15 off per

month for the remaining portion of the 6-month term. You will also receive any applicable Introductory Discount for the remaining portion of the 6-month term based on the discount available for the new plan. See section 3 for details on how to calculate your monthly plan fees under this offer.

11. If you upgrade to an eligible nbn<sup>®</sup> plan as part of Tangerine's Fresh Fibre offer, you will continue to receive the Bupa Discount for the remaining portion of the 6-month term. You may also receive an additional nbn<sup>®</sup> discount in accordance with the [Fresh Fibre terms and conditions](#). However, if you upgrade during the Bupa member 6 month offer period, you will forfeit any remaining months of the Introductory Discount.
  12. All discounts available with 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 BYO or 'bring your own') you will be charged for the cost of the modem, at time of application. Modems supplied by Tangerine are unlocked and may be able to be used with another nbn<sup>®</sup> service provider;
    - b. any nbn<sup>®</sup> New Development Fee charge or nbn<sup>®</sup> 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<sup>®</sup> plan fee.
  13. 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<sup>®</sup> sky muster satellite region or you fall outside of the nbn<sup>®</sup> footprint this offer will not be available to you.
  14. This offer is offered on a no fixed term contract. You are free to cancel your nbn<sup>®</sup> service at any time without charges. If you have another nbn<sup>®</sup> service on your account, the Bupa Discount will be transferred to the next most recently activated nbn<sup>®</sup> service but you will forfeit any remaining months of the Introductory Discount. If you do not have another active nbn<sup>®</sup> service on your account, cancelling your service within the first 6 months will forfeit all remaining discounted months of both the Bupa Discount and the Introductory Discount.
  15. This offer cannot be transferred to another person or party.
  16. Should you relocate address within the first 6 months, the offer is transferable to your new address.
  17. This offer is not valid in conjunction with any other nbn<sup>®</sup> offers or discounts outside the Introductory Discount, except that if you upgrade your nbn<sup>®</sup> service under the Fibre Upgrade offer during the 6 month offer period, any remaining months of your Bupa Discount may be transferred to your upgraded nbn<sup>®</sup> plan. For avoidance of doubt, this offer is not valid in conjunction with the Bupa Member nbn<sup>®</sup> Fibre Upgrade offer.
18. **Important:** This offer can be used in conjunction with the Bupa member mobile offer (full terms and conditions available [here](#)). However, as the Discount Code is single use, to access the Bupa member mobile offer **and** this offer, any mobile service(s) must be purchased in the same transaction as the nbn<sup>®</sup> service.
19. This offer may be cancelled, varied or withdrawn by Tangerine at any time subject to providing advance written notice.
  20. The discounted nbn<sup>®</sup> services must not be resold and are intended for use by the account holder only.
  21. Discount code can only be used on one nbn<sup>®</sup> service.
  22. Discount code is valid for single use only and expires after checkout.
  23. 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.

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.