

Terms and Conditions

Exetel Residential nbn Flip to Fibre Offer

The Offer

1. The Exetel Residential nbn Flip to Fibre Offer gives new Exetel residential nbn customers and eligible existing Exetel customers the opportunity to upgrade to Exetel's Family nbn (100/20), Power home nbn (100/40) or Superfast nbn (250/25) plans without an upfront installation fee (normally \$49 upfront) (**Offer**), subject to these Terms and Conditions.
2. This Offer is valid from 29th July 2024 until Exetel withdraws the Offer at any time without notice by not advertising it (**Offer Period**). By applying for the Offer, you agree to be bound by Exetel's Standard Form of Agreement available at <https://exetel.com.au/terms> (**SFOA**) and these Terms and Conditions. Exetel may change these Terms and Conditions at any time in accordance with the SFOA.

Your application

3. To be eligible for this Offer, you must:
 - be at least 18 years of age with a current Australian residential address;
 - be a new customer or an existing eligible Exetel customer and sign up for either Exetel's higher tier Family nbn (100/20), Power home nbn (100/40) or Superfast nbn (250/25) plans during the Offer Period (**Eligible Plans**).
 - have premises that has an eligible service qualification, however, if your premise is not eligible, you may be liable for additional infrastructure costs as per Condition 5(a);
 - comply with the Installation Process set out in Condition 5;
 - be on either FTTN or FTTC technology types to upgrade; and
 - select a minimum plan level of 100/20 or above.
4. Exetel may accept or reject your application in its absolute discretion.

FTTP Upgrade – Installation Process

5. The following steps must be completed for a new FTTP service to be connected:
 - Pre-installation Visit: an nbn technician will assess the exterior of your premises to determine if extra infrastructure is required. You will be advised of any additional infrastructure costs that you are responsible for paying in order to proceed.
 - Installation Appointment: nbn technician will install the nbn equipment on the outside and inside (near a power point) of your property. You, or an authorised person over the age of 18 will need to be present during the installation to give the technician both internal and external access to your property.

How the Offer works

6. The Offer: may only be used once per customer and premises; is non-transferable; cannot be used with any

other special offer or promotion; and cannot be redeemed for cash.

7. The Offer is available to new Exetel residential nbn customers and existing eligible Exetel nbn Customers.
8. The Offer is only available for FTTN and FTTC technology types when upgrading to FTTP and the premises must be fibre eligible.
9. Actual speeds achieved may vary depending on individual premise infrastructure.
10. The Offer provides you with a \$0 nbn installation fee (normally \$49 upfront), which will be applied by Exetel at the time of signup and the installation fee will automatically be waived from your first invoice from the service start date.
11. If you decide to disconnect your Exetel nbn service in less than 30 days or without informing Exetel in writing, then the monthly cost for that period will be applied, or alternatively you can give Exetel 30 days' written notice for disconnecting your nbn service.
12. The monthly fee applicable to the service you selected at the time of signing up is set out in our Critical Information Summary available at: https://files.exetel.com.au/cis/nbn/2024-07/Exete_CIS_NBN_Broadband.pdf
13. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.
14. Returning customers who have previously been with Exetel and already received a six (6) month discount promotion will not be eligible for a new promotion for a period of twelve (12) months.
15. The Offer is not available in all regions and does not apply to NBN business services.
16. All products and offers are subject to availability and Exetel reserves the right to change or withdraw offers, products and services at any time.
17. All prices include GST.
18. Exetel makes no representations regarding third party products or services.
19. Images are for information purposes only and the following are trademarks of Exetel: Exetel and the Exetel logo. Other company, product or service names may be trade or service marks of others.