

Terms and Conditions

Exetel Residential NBN Promotional Offer

The Offer

1. The list prices of the Exetel Residential NBN Plan are as per the table below and are with effect from the 3rd of October 2024. In addition, the Exetel NBN Plans Discount Offer (**Offer**) gives residential customers a monthly discount as per the table below, until Exetel withdraws the Offer by written notice, subject to these Terms and Conditions.

Exetel NBN Plan	List Price (incl GST)	Discounted Price (incl GST)
Exetel Family NBN 100 Plan	\$84.99	\$79.00

Your application

2. To be eligible for this Offer, you must:
 - be at least 18 years of age with a current Australian residential address; and
 - be a new Exetel customer and sign up to the Exetel Family NBN 100 Plan; or
 - be an existing Exetel customer on the Exetel Everyday NBN 25 Unlimited Plan, Exetel Extra-value NBN 50 Unlimited Plan, Exetel Family NBN 100 Unlimited Plan, Exetel Power home NBN 100/40 Unlimited Plan or Exetel Superfast NBN 250 Unlimited Plan (**Eligible Plans**) and change to the Exetel Family NBN 100 Plan.
3. Exetel may accept or reject your application in its absolute discretion.
4. This Offer is valid from the 3rd of October 2024 and until Exetel withdraws the Offer at any time without notice by not advertising it. 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.

How the Offer works

5. This 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.
6. This Offer provides you with a discount off your monthly plan fee as per the table above, which will be applied by Exetel at the time of signup. The Discounted Price will automatically be applied to your first invoice.
7. Once Exetel provides written notice that the Offer has ended, Exetel will bill you the monthly fee applicable to the service you selected at the

time of signing up. This amount is set out in the List Prices in the table above and in our Critical Information Summary available at: [Exetel CIS NBN Broadband.pdf](#)

8. If you change your Exetel plan, then the plan you change to will have its own terms and conditions. This will be displayed in your My Exetel portal. The plan change option presented to you at that time may or may not include a discount.
9. You must provide Exetel 30 days' notice to cancel or move your Exetel Plans service to another provider. If you do not provide Exetel this 30 days' notice, Exetel will charge you, and you must pay another month's service fee as agreed to when you joined Exetel.
10. All other charges such as upgrades, additional data packs, other internet services, installation and other charges for non-standard installation will continue to apply.
11. This Offer is not available in all regions and does not apply to Exetel business services.
12. All products and offers are subject to availability and Exetel reserves the right to change or withdraw offers, products and services at any time.
13. Exetel makes no representations regarding third party products or services.
14. 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.