

# Terms and Conditions

## Exetel Residential NBN Broadband Unconnected Offer May 2025

### The Offer

1. The current List Prices of the Exetel NBN Plans are as per the table below. In addition, the Exetel Residential NBN Broadband Unconnected Offer gives new residential customers who choose the Everyday 25/10 or Extra-Value 50/20 nbn plans, the opportunity to be upgraded to the 100/20 plan for 3 months at no additional charge (**Upgrade Period**). After the expiration of the Upgrade Period the service will be downgraded back to the originally selected plan, subject to these terms and conditions. During the Upgrade Period My Speed Boost will be unavailable for these plans. After the expiration of the Upgrade Period the service will be downgraded back to the originally selected plan, subject to these terms and conditions (**Offer**).
2. This Offer is valid for new orders placed between the 30<sup>th</sup> of May 2025 until the 30<sup>th</sup> of June 2025 (**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;
  - sign up during the Offer Period for an Exetel Everyday 25/10 or Extra-Value 50/20 nbn plan (**Eligible Plans**);
  - be a new residential customer of Exetel, who places an nbn order for an Eligible Plan during the Offer Period, who receives this Offer during Service Qualification where NBN has determined the address as unconnected.
4. Exetel may accept or reject your application in its absolute discretion.

### 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 is applicable only for new residential customers and not available to existing customers.
7. Moving, upgrading or downgrading to another ineligible plan, or downgrading to an Eligible Plan on a lower speed plan, before the expiration of the Upgrade Period, will forfeit any remaining months on the Upgrade Period as set out in this Offer.
8. Should the Customer upgrade to another Eligible Plan during the Upgrade Period, the Customer will receive the Offer for the new Eligible Plan, prorated for the remainder of the months remaining in the Upgrade Period of the original Eligible Plan only.
9. You must provide Exetel 30 days' notice to cancel or move your Exetel Other Fibre 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 Other Fibre Plans 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.