

# EXETEL “THE ONE” REFER A FRIEND

## TERMS & CONDITIONS

Exetel’s “The One” Refer a Friend Promotion allows current customers to earn a \$1 monthly credit when a friend signs up to an eligible One Plan using their referral code. The friend also receives a \$1 monthly credit, with rewards continuing while both services remain active. This is subject to the below terms & conditions.

### ELIGIBILITY & PROMOTION PERIOD

“The One” Refer a Friend promotion (Promotion) is available to residential customers of Exetel with an active One Plan service during the Promotion Period. The Promotion is not available in relation to:

- services held in arrears;
- business, corporate or wholesale services; and
- any customer that Exetel reasonably believes is acting fraudulently or in breach of these Terms or any other applicable Exetel policies or terms.

The Promotion commences on 1 July 2025 and continues until withdrawn by Exetel (Promotion Period). Exetel may withdraw the Promotion at any time by removing the Promotion details from its website or app. Referrals submitted before Promotion is withdrawn will be honoured in accordance with these Terms .

### HOW TO MAKE A REFERRAL

The Referrer (the person who shares their unique referral code) must obtain their unique referral code in the Exetel mobile app (or any other method specified by Exetel).

The person being referred (Referee) must:

- be a new customer
- complete the signup for The One Plan during the Promotional Period; and
- enter the Referrer’s code at checkout.

### REFERRAL MECHANICS

For each successful referral:

- Referrer Reward: \$1 credit (GST inc.) will be applied to the Referrer’s Exetel account each month; and
- Referee Reward: \$1 credit (GST inc.) will also be applied to the Referee’s Exetel account each month.

Rewards commence on the Referrer’s next billing cycle and the Referee’s first monthly fee.

Rewards will continue only while both the Referrer and Referee each maintain an active One Plan service in good standing. If either party cancels, downgrades, suspends or is disconnected from the One plan service, the Referrer and Referee rewards will cease for both parties from the next billing anniversary.

There is no cap on the number of successful referrals a Referrer can make, however, total monthly rewards applied to the Referrer’s One Plan service are capped at 100% of the service standard monthly fee. Any additional rewards beyond this cap will not accrue or carry over.

Rewards are not cash, non-transferable, and cannot be redeemed for cash or applied to any other Exetel product or service.

### GENERAL CONDITIONS

Exetel will notify the Referrer of each successful referral via email, SMS or in-app notification.

If the Referee cancels their order or fails to pay their first month’s fee, the referral will be deemed unsuccessful, and no rewards will be applied to either party.

Exetel may withhold or reverse rewards where it reasonably suspects:

- Referral abuse (for example, self-referral, fraudulent or duplicate accounts); and/or
- Breach of any Exetel policies or terms.

Exetel may vary, suspend or terminate the referral promotions at any time by updating or removing the relevant terms from its website. Affected customers will be notified in writing. In the event of a dispute arising out of promotion, the decision of Exetel will be considered final subject to your rights under Australian Consumer Law.

Exetel will handle any personal information collected in accordance with its Privacy Policy.

## **NEED HELP**

For questions about your referral status or these terms, please contact Exetel Customer Support [here](#).

The critical information summary and key fact sheet for The One Plan are provided [here](#).