

Residential nbn Fibre Upgrade

The Offer

1. The Exetel Residential nbn Fibre Upgrade Offer gives new Exetel residential nbn customers and eligible existing Exetel residential nbn customers the opportunity to upgrade to "The One" Plan plan, where the customer shall receive free installation (**Offer**), subject to these Terms and Conditions.
2. This Offer is valid from the 21st of August 2025 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;
 - a new customer signing up to the Exetel "The One" plan or an existing Exetel residential customer upgrading to "The One" plan during the Offer period (**Eligible plan**);
 - be on either FTTN or FTTC technology type to upgrade at an address that has been identified by NBN Co as being eligible for a free standard installation upgrade to Fibre To The Premise (FTTP);
 - have premises that has an eligible service qualification, however, if your premise is not eligible for a standard installation upgrade, you will be liable for additional infrastructure costs to proceed as per Condition 5; and
 - comply with the Installation Process set out in Condition 5.
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:
 - 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.
 - nbn may determine if any extra infrastructure costs and requirements (for example trenching, additional cabling) may be required to complete the installation. You will be advised of any additional infrastructure costs that you are responsible for paying in order to proceed.

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 only available to eligible new Exetel residential nbn customers and existing Exetel residential nbn customers.
8. The Offer is only available for FTTN and FTTC technology types when upgrading to FTTP.
9. The Offer provides you with free installation, subject to section 13 below, where the installation fee will automatically be waived from your first payment from the service start date.
10. Actual speeds achieved may vary depending on individual premise infrastructure.
11. The monthly fee applicable for "The One" plan you selected is set out in our Critical Information Summary (CIS) available at [here](#).
12. You can cancel your fibre upgrade order any time before the technician proceeds with the fibre installation without any charges from Exetel. Once fibre is installed at your premises and the service is activated, you will be charged the plan's monthly fee as defined in the CIS as well as any additional infrastructure costs.
13. If you cancel your service within 12 months from activation of your service, Exetel reserves the right to clawback the nbn installation charges which have been waived under this Offer. You must pay the changes upon written request from Exetel.
14. The Offer is not available in all regions.
15. All products and offers are subject to availability and Exetel reserves the right to change or withdraw offers, products and services at any time.
16. All prices include GST. Exetel makes no representations regarding third party products or services.
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