

6+6 Smart Saver Campaign

1. Campaign Overview

- 1.1. This campaign offers customers with internet service at a standard monthly price for the first 6 months of a 12-month term, followed by a reduced price of \$1 per month from the 7th month to the 12th month.
- 1.2. Upon completion of the 12-month term, the service will automatically renew for another 12-month cycle under the same pricing structure unless cancelled.

2. Pricing Structure

- 2.1. The same pricing structure will apply for subsequent 12-month renewal cycles. Unless otherwise stated.
- 2.2. The discounted price of \$1 per month applies from the 7th month to the 12th month.

3. Contract Term

- 3.1. This campaign is offered on a no lock-in contract basis.
- 3.2. The customer can withdraw or cancel the service by giving us 30 days notices prior to the service ended day. The customer must pay up to the service ended day.

4. Eligibility

- 4.1. This campaign is valid only in specific coverage areas with selected service plans. Availability is subject to verification.
- 4.2. The promotion of the campaign cannot be applied retroactively.
- 4.3. The promotional discount cannot be applied to the same address.
- 4.4. The promotional discount cannot be combined with any other discount, unless other specified.

5. Service suspension or cancellation by us

- 5.1. Your service will be suspended if you failed to pay the amount within the payment terms after we give you notice requiring payment of that amount.
- 5.2. Your service will be cancelled if we did not receive payment or reply from you after we give you notice requiring payment of that amount.
- 5.3. To reconnect the service will incur a Service Reconnection Fee of \$55 and may take up to 2 business days.

6. Service cancellation by you

- 6.1. You are required to give 30 days' notice before the service ended date.
- 6.2. You are required to pay up to the service's end date.

7. Refund Policy

- 7.1. A full or pro-rata refund will be processed if we unable to provide the service due to our or the Supplier.
- 7.2. Any administration fee is not refundable in any circumstances, including the below items:
 - 7.2.1. New Development Charge
 - 7.2.2. New Connection Fee
 - 7.2.3. Equipment Delivery Fee

8. Governing Law

- 8.1. Our Terms and Conditions are governed by the laws of the Commonwealth of Australia and the Laws of the State or Territory of your service.