

## Prepay Internet Campaign

### **1. Campaign Overview**

- 1.1. This campaign offers a 3-month prepaid internet service on 50mbps and 100mbps plans.
  - 1.1.1. Prepay \$230 for 50mbps for 3-month internet service. And, \$225 renewal for every 3 months.
  - 1.1.2. Prepay \$260 for 100mbps for 3-month internet service. And, \$255 renewal for every 3 months.
- 1.2. Within the service term, this campaign offers a 10% discount on every purchase with City Cable.

### **2. Service Renewal**

- 2.1. This campaign offers you an ongoing discount on the monthly fee when you renew your service.
- 2.2. This is a contract-free service. You are required to renew the service every 3 months.
- 2.3. You will receive an invoice on the 1st day of the renewal month.
- 2.4. All charges will be direct debited from the nominated payment details when you submit the Application.
- 2.5. If you wish to update or cancel the direct debit payment details, you must inform our team 5 business days before the direct debit date.
- 2.6. You must ensure you provide us with valid payment details and have sufficient funds. If the payment is declined, a dishonour fee of \$9.90 will be applied. Any declined payment will be notified by email.
- 2.7. For EFT payment, you must make the payment within 5 business days from the day you receive the invoice. A late payment fee of \$9.90 will be charged if the payment is received beyond the term.

### **3. Service suspension or cancellation by us**

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

### **4. Service cancellation by you**

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

### **5. Refund policy**

- 5.1. The service fee will be fully or partially refundable if we are unable to provide the service due to our or the Supplier.
- 5.2. A pro-rata refund will be processed for any unused portion of the prepaid term beyond the 30 days' notice.
- 5.3. The following items are not refundable in any circumstances:
  - 5.3.1. New Development Charge
  - 5.3.2. New Connection Fee
  - 5.3.3. Equipment Delivery Fee
  - 5.3.4. Administration Fee

### **6. Governing Law**

- 6.1. 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.