

## Fresh Fibre Upgrade – terms and conditions

1. This offer provides eligible new and existing Tangerine Residential customers with a \$0 upgrade from a fibre to the node (FTTN) or fibre to the curb (FTTC) nbn® connection to a faster fibre to the premises (FTTP) nbn® connection.
2. The offer is only available to Tangerine Residential customers who meet the following eligibility criteria (**Eligible Customers**):
3. You must have an existing FTTN or FTTC service at an address that has been identified by NBN Co as being eligible for an upgrade to FTTP; and
4. You must initiate an upgrade of your existing nbn® service from FTTN or FTTC to FTTP by ordering an eligible Tangerine Residential nbn® plan.

Except where section 4 applies, the minimum nbn® plan eligible for upgrade from FTTN or FTTC to FTTP under this offer is the Speedy Max plan (nbn 500/50\*)

Plan	Eligible nbn® plans – current FTTN or FTTC service
Speedy Max (NBN Speed Tier 500/50),*	✓
Ultra Speedy (NBN Speed Tier 1000/50)*	✓

\* nbn® Speed Tier refers the maximum possible speed of plan outside peak hours. You will typically experience slower speeds in practice, including during typical peak hours. Typical peak hour speeds are measured between 7pm-11pm weekdays and subject to change. Actual speeds may be slower and vary due to a range of factors. For more information, see our nbn® Key Facts Sheet on the [Policies page](#) of our website.

5. Certain new and existing customers may be eligible to receive a \$0 upgrade from a FTTN or FTTC nbn® connection to a FTTP nbn® connection by ordering any Tangerine nbn® plan (the minimum plan requirements outlined in section 3 will not apply). If you are eligible for an upgrade under this section:
  - a) we will notify you of your eligibility to access this offer by ordering any nbn® plan and assist you to initiate an upgrade to a FTTP connection; or
  - b) your eligibility will be confirmed by our [website address-checking tool](#) and you will be able to initiate an upgrade to a FTTP connection by ordering your preferred Tangerine nbn® plan.
6. This offer cannot be transferred to another account, person or party. It is intended for use by the account holder only and must not be resold.
7. The offer is only available once per customer and per premises. Should you relocate your address, the offer is non-transferable to your new address.
8. If you upgrade to a Speedy Max or Ultra Speedy plan as part of a Fibre Upgrade, you will move to the monthly recommended retail price (**RRP**) current for that plan. The RRP for the Speedy Max and UltraSpeedy plans are as outlined on the Tangerine website from time to time. The RRP may be changed at any time by giving written advance notice.
9. If you upgrade to a Speedy Max or Ultra Speedy plan as part of a Fibre Upgrade, you will forfeit any discounts that you may currently be receiving under any available Tangerine offers.
10. This offer may be cancelled, varied or withdrawn by Tangerine at any time as to its availability or application to customers who have not initiated a Fibre upgrade by ordering an eligible plan.
11. If you sign up, Tangerine will be your service provider and the provision of your Tangerine nbn® service will be subject to these offer terms, as well as Tangerine’s standard terms of service and policies available on the [Policies](#) page of our website.

### **FTTP Upgrade - Installation Process**

1. For a new FTTP service to be connected, the following steps must be completed:
2. Pre-installation Visit: Tangerine will arrange for an nbn® technician to assess the outside of your premises. If the pre-installation visit determines that extra infrastructure (e.g. trenching and conduit) is required to complete the installation, you will be advised by Tangerine of any additional costs that you are responsible for paying in order to proceed.
3. Installation Appointment: Tangerine will arrange for an nbn® technician to install the nbn® equipment inside and outside your premises. 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 premises.
4. Once your service upgrade is complete, you will need to connect to the new nbn® connection box by using an Ethernet cable and a compatible modem.

### **Service Transfer:**

1. If you have an existing FTTN or FTTC service, you will need to reconfigure your existing modem in accordance with our instructions before you can use your new FTTP service.
2. **Important:** If you have an existing FTTN or FTTC service with Tangerine, this service will not automatically be cancelled. You are responsible for cancelling your existing FTTN or FTTC service. You will continue to be charged for both services until you complete this cancellation.
3. If you have an existing service with another provider, you are responsible for cancelling your existing service with that provider once your FTTP upgrade is complete. You may continue to be charged for both services until you complete this cancellation.