

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 (**Fibre Upgrade**).
2. The offer is only available to Tangerine Residential customers who meet the following eligibility criteria:
 - a) your premises must have an existing FTTN or FTTC nbn® connection;
 - b) your address has been identified by NBN Co as eligible for an upgrade to an FTTP connection (see our website address-checking tool here); and
 - c) to access the Fibre Upgrade you must purchase an eligible plan for your connection type (see section 3).
3. To access the Fibre Upgrade, customers with an FTTN connection must purchase a high speed nbn(R) plan (Speedy Max or Ultrafast) via the Tangerine website. Customers with an FTTC connection can access the Fibre Upgrade by selecting any plan via the Tangerine website.

Connection type	FTTN	FTTC
Eligible plans	Speedy Max Ultraspeedy	Value Value Plus Speedy Max Ultraspeedy

4. 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.
5. 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.
6. For existing customers:
 - a) if you upgrade to a higher speed plan as part of a Fibre Upgrade, you will move to the monthly recommended retail price (**RRP**) current for that plan. The RRP for all Tangerine 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; and
 - b) if you change plans as part of your Fibre Upgrade, you will forfeit any discounts that you may currently be receiving under any available Tangerine offers.
7. For new customers, you may order an interim lower speed nbn® service on your existing FTTN or FTTC connection so that you can access the nbn® whilst you are waiting for your FTTP Upgrade to be completed. If you do so, any discount that you may have applied to your ordered plan will not apply to your interim service. Your interim service will be charged at RRP, and you will resume accessing the discount upon upgrade to your higher speed plan on FTTP.
8. This offer may be cancelled, varied or withdrawn by Tangerine at any time as to its availability or application to customers who have not initiated a Fibre upgrade by ordering an eligible plan.
9. 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 may 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.