

TERMS AND CONDITIONS

SPEEDY MAX BOOST OFFER – 3 MONTH DISCOUNT

This offer provides eligible existing Tangerine customers on a Value or Value plus nbn[®] plan with a discounted Speedy Max nbn[®] plan for 3 months. Customers who take up this offer will continue to pay the Recommended Retail Price (**RRP**) price current at that time for their Value or Value Plus nbn[®] plan for the first 3 months (**Promotional Period**). At the end of the Promotional Period, the price will automatically revert to the RRP current at that time for the Speedy Max nbn(r) plan. This offer is subject to the following eligibility criteria:

- You must have an existing FTTC service at an address that has been identified by NBN Co as eligible for an upgrade to FTTP;
- You must currently be connected to an eligible Tangerine Value or Value Plus nbn[®] plan with a FTTC connection type and held this Tangerine nbn[®] plan for a period of 6 months or more; and
- You must initiate an upgrade to your existing service to FTTP by ordering a Speedy Max plan between 1/06/26 and 31/07/26 by entering a unique offer code onto the Tangerine website or verbally consenting to the upgrade by phone call with Tangerine Retention team.

The 3 months is a promotional period and commences from the day your existing Tangerine Value Plus nbn[®] service is upgraded to the Speedy Max plan. After the 3-month promotional period the cost of your plan will revert to the RRP of the Speedy Max nbn[®] plan current at that time, and is subject to change in accordance with our Standard Form of Agreement.

This offer is subject to the full terms and conditions and eligibility criteria below:

1. This offer is available from 1 June 2026 until 31 July 2026.
2. This offer provides eligible existing Tangerine customers on a Value plus nbn[®] plan with a discounted Speedy Max nbn[®] for 3 months. Customers who take up this offer will continue to pay the RRP price current at that time for their Value or Value Plus nbn[®] plan for 3 months (**NBN Discount**).
3. This offer is subject to the following eligibility criteria:
 - a. You must have an existing FTTC service at an address that has been identified by NBN Co as eligible for an upgrade to FTTP;
 - b. You must currently be connected to an eligible Tangerine Value or Value Plus nbn[®] plan with a FTTC connection type and held this Tangerine nbn[®] plan for a period of 6 months or more; and
 - c. You must initiate an upgrade to your existing service to FTTP by ordering a Speedy Max plan between 1/06/26 and 31/07/26 by entering a unique offer code onto the Tangerine website or verbally consenting to the upgrade by phone call with Tangerine Retention team.

4. This offer is not available to new customers who are signing up for a Speedy Max, Value Plus or Value nbn[®] plan. The offer is only available once per customer and per premises.
5. To upgrade from your Value or Value Plus nbn[®] plan to the Speedy Max nbn[®] plan and accept this offer, you must enter the unique offer code on the offer page provided to or provide your verbal consent to our Customer Success team if contacted by phone regarding the upgrade offer. Once we have received your offer code or verbal consent, your Fibre to the Premises upgrade order will be submitted within 2 business days. The offer period will commence from the time your Fibre to the Premises upgrade is complete, and plan is upgraded to the Speedy Max plan.
6. All unique offer codes are valid until 31/07/2026. If you are provided with the discount under this offer you are required to complete the upgrade to FTTP through NBN Co before 30 September 2026, except where there may be delays outside of your reasonable control.
7. Failure to complete the FTTP upgrade due to any matters within your control (such as failure to organize an installation appointment, cancellation of the appointment, or failure to reschedule a cancelled appointment) may result in the discount being removed from your account and you forfeit any remaining discounted months.
8. The discount will commence from the date your service is upgraded from a Value or Value Plus plan to the Speedy Max plan and will run for 3 months. After the 3-month promotional period, the cost of your plan will revert to the RRP for the Speedy Max plan current at that time. The RRP will be the price shown on the Tangerine website and in the Critical Information Summary and is subject to change in accordance with our Standard Form of Agreement.
9. All discounts available under this offer apply to plan fees only and do not apply to the following:
 - a. any Wi-Fi Router charges. If you choose to purchase a Wi-Fi Router rather than bring your own (BYO), you will be charged for the cost of the Wi-Fi router at the time of application. Wi-Fi Routers supplied by Tangerine are unlocked and may be able to be used with another nbn[®] service provider;
 - b. any nbn[®] New Development Fee charge or nbn[®] New Copper Pair charge. These are charges that are passed through from NBN Co; and
 - c. any additional services or charges outside the base monthly nbn[®] plan fee.
10. Not all plans are available at all premises. Please ensure that you use our website address checking tool to establish whether the Speedy Max nbn[®] plan is available to you. If your premise is in the nbn[®] sky muster satellite region or you fall outside of the nbn[®] footprint, this offer will not be available to you.
11. This offer is offered on a no fixed-term contract. You are free to cancel at any time without charges. However, cancelling your service within the 3-month promotional period forfeits any remaining discounted months under this offer.

12. This offer cannot be transferred to another person or party.
13. Should you relocate address within the first 3 months, the offer is transferable to your new address for the remaining portion of the offer period.
14. This offer is not valid in conjunction with any other offer or discount.
15. This offer may be cancelled, varied, or withdrawn by Tangerine at any time.
16. Tangerine will be your service provider, and the provision of your nbn[®] service is subject to our Standard Form of Agreement and these Terms and Conditions.
17. The discounted nbn[®] services must not be resold and are intended for use by the account holder only.