



## TERMS AND CONDITIONS - TANGERINE PRICE FREEZE NBN® OFFER FOR ELIGIBLE CUSTOMERS

Plan	Value	Value Plus	Speedy	Speedy Plus	Fixed Wireless Value Plus	Fixed Wireless Speedy
1 RRP*	\$69.90	\$84.90	\$88.90	\$92.90	\$84.90	\$88.90
2 Monthly discount off RRP	\$2.00	\$2.00	\$3.00	\$3.00	\$2.00	\$3.00
3 Discounted monthly plan fee for 12 months#	\$67.90	\$82.90	\$85.90	\$89.90	\$82.90	\$85.90
4 Early Termination Fee	\$13 x months remaining of fixed-term contract					

\*RRP current at 15 May 2025.

#Discounted monthly plan fee is the price of nbn® plans as at 14 May 2025. Discounted prices only available to customers who opt-in for a 12-month nbn® plan contract, subject to T&Cs outlined below.

Under this offer, eligible Tangerine customers who opt-in for a 12-month nbn® contract between 15 May 2025 and 12 June 2025 will receive their nbn® plan at a discounted price for 12 months which is equal to the retail price (RRP) current at 14 May 2025 (as set out in row 3 of the table above).

This offer is only available to existing Tangerine customers with an eligible nbn® plan who have been notified of the offer via email and/or phone call. The 12-month discount is a promotional period which begins from the start of your next billing cycle on or after the 14 June 2025. At the end of the promotional period, the cost of the plan will revert to the recommended retail price (RRP) for your plan current at that time as outlined on the [Tangerine website](#), which 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. Under this offer, eligible customers who opt-in for a 12-month fixed-term nbn® contract (12-month Contract) between 15 May 2025 and 12 June



2025 will receive their nbn® plan at a discounted rate for 12 months which is equal to the RRP current for the relevant plan at 14 May 2025 (as set out in the table above).

2. The monthly discount applicable to your plan will automatically be applied to your monthly invoices for the full 12-month promotional period, unless you cease to be eligible for this offer by cancelling your nbn® service with Tangerine.
3. This offer is only available to existing customers who have held an active Tangerine nbn® service for over 6 months, who have been notified of their eligibility to participate in this offer, and who opt-in for a 12-month Contract by filling out a form and providing consent. This offer is not available to customers who are signing up for a new Tangerine nbn® plan. The offer is only available once per customer and per premises.
4. This offer is not available to customers on the SuperSpeedy, UltraSpeedy or Fixed Wireless SuperSpeedy plans as of 14 June 2025.
5. If you have more than one nbn® service on your account, this offer will automatically be applied to all nbn® services on your account (provided that the plan speed is included in this offer – see the table above).
6. To opt-in for this offer, you must click the link provided in the offer email and provide your consent to move to a 12-month Contract. Your plan will be switched to a 12-month contract from the start of your next billing period on or after 14 June 2025.
7. The discount will commence from the start of the next billing period in which you opt-in for this offer and will run for 12 months. After the 12-month Contract period, the cost of your plan will revert to the RRP for your nbn® 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](#).
8. If the RRP for your nbn® plan changes during the 12-month Contract, you will be notified by email. However, subject to s 9 and s 10, you will continue to pay the discounted price for your plan (as outlined in row 3 of the table above) for any remaining months of your 12-month Contract.
9. All discounts available under this offer apply to plan fees only and do not apply to the following:



- a. any modem charges. If you choose to purchase a modem rather than bring your own (BYO) you will be charged for the cost of the modem at the time of application. Modems 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. This offer is provided on a 12-month fixed-term contract. If you choose to cancel your service before the end of the 12-month Contract, an Early Termination Fee (ETF) will apply. The ETF is calculated as \$13 multiplied by the number of months remaining on your fixed-term contract. The ETF will be applied to your next invoice issued after your nbn® service has been cancelled.
11. You may switch to any other Tangerine nbn® plan tier at any time during your 12-month Contract. If you change your plan, you will continue to receive the promotional discount available under this offer for any remaining months of your 12-month Contract. All other terms of your service, including the Contract end date, remain unchanged. This offer cannot be transferred to another person or party.
12. Should you relocate the address at which your Tangerine nbn® service is connected at any time during your 12-month Contract, the offer is transferable to your new address for the remaining portion of the offer period, provided that your existing nbn® plan is available at your new address. If your existing nbn® plan is not available at your new address, the ETF will not apply.
13. This offer is not valid in conjunction with the Tangerine nbn® Intro offer. This offer is available in conjunction with the Melbourne Renegades nbn® staff offer, NBL nbn® staff offer, or Bupa nbn® offer (Existing Offers). If you have any discounts applied to your nbn® plan fees from Existing Offers, the discount from the other offer(s) will be applied to your discounted monthly plan fee (as per row 3 of the table above) for any remaining months available under the Existing Offer, subject to the terms of that offer.



14. This offer is available in conjunction with the Tangerine nbn® Bundle Offer, provided you meet the eligibility criteria for that offer. Offer terms and conditions are available at [www.tangerine.com.au/policies](http://www.tangerine.com.au/policies)
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.

If you have any questions about how this offer may apply to you, please contact us on 1800 211 112 or via live chat on our website.