CommBank Offer – discount on More nbn® plans

The offer of a $25 monthly discount off the recommended retail price (**RRP**) of a More nbn® plan for 36 months (**NBN Discount**) is available to eligible customers who:

- sign up for a new More nbn® service via the website between 1 April 2026 and 31 March 2027 using a CommBank credit or debit card as their online bill payment method; and/or
- have been notified of their eligibility for this offer by More and who apply the NBN Discount to an existing eligible More nbn® service via the More customer portal between 14 July 2026 and 31 March 2027.

Eligible CommBank customers who sign up for a new More nbn® service may also receive a discount $25 of the RRP of a Wi-Fi Router pack (when purchased in the same transaction with a new More nbn® plan that is eligible for an NBN Discount) (**Router Discount**) is available to eligible CommBank customers. CommBank customers are only entitled to receive a CommBank discount on a maximum of 2 nbn® services per More account (whether under this offer or any other More nbn® offer that has been or may become available to you).

To access this offer you must sign up to a new nbn® plan via the More website or More customer portal and successfully complete ConnectID® verification as part of the checkout journey, or apply the NBN Discount to an existing eligible More nbn® service via the More customer portal, and successfully complete ConnectID verification via the More customer portal (see section 5). The Router Discount is only available to customers signing up to a new More nbn® plan and is not available where the NBN Discount is applied to an existing nbn® service.

To maintain discounts available under this offer, you must continue to pay for your discounted More nbn® plan with an eligible CommBank online bill payment method (see section **Error! Reference source not found.**). Offer does not apply to additional services, charges or usage outside those that are included with your base monthly plan.

The 36 months is a promotional period (**Discount Period**) that commences from:

a) the day that your nbn® service is activated for customer activating a new nbn® service; or
b) the next billing period after the NBN Discount is applied to an existing eligible service via the More customer portal.

After this promotional period the cost of your plan will be subject to an ongoing monthly $10 discount off the RRP of your plan (as set out in Schedule 1) (**Ongoing Discount**) as long as you use an eligible CommBank online bill payment method. The RRPs of More nbn® plans are available on the More website and are subject to change in accordance with More's Standard Form of Agreement.

If you sign up or apply the NBN Discount to an existing eligible nbn® service, More will be your service provider for your nbn® service and will handle all technical enquiries, complaints and servicing. The provision of your More service will be subject to More's standard terms of service and policies, available on the More website.

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

1. The offer period commences on 1 April 2026 at 9:00AM AEST and ends at 6pm AEDT on 31 March 2027 (**Offer Period**).
2. This offer provides Eligible Customers that access this offer with:
    a) a monthly discount of $25 off the RRP of an nbn® plan for the Discount Period; and
    b) a discount of $25 off the RRP of a Wi-Fi Router Pack when purchased in the same transaction with a new More nbn® plan that is eligible for the NBN Discount. The Router Discount is not available where the NBN Discount is applied to an existing nbn® service via the More customer portal.
3. The offer is only available to customers who meet the following eligibility criteria (**Eligible Customer**):
    a) you must be a CommBank customer;
    b) you must either:
        i. complete the sign-up process for a new residential More nbn® plan (subject to the limits set out in section CommBank customers are only entitled to receive a discount on a maximum of 2 nbn® services. This limit applies regardless of whether any services were added under this More offer, or any other More offer that has been or may become available to you.7) including by successfully completing ConnectID verification (see section 5) and checkout with an eligible CommBank online bill payment method (**New Service Discount**);
        ii. apply the NBN Discount to an existing eligible nbn® service via the More customer portal, subject to limits set out in section 17, and successfully complete the ConnectID verification via the More customer portal (**Existing Service Discount**);
    c) in order to receive the Router Discount, you must complete the sign-up process for a new More nbn® plan and purchase a Wi-Fi Router Pack in the same transaction during checkout to receive the Router Discount. Customers applying the NBN Discount to an existing service via the More customer portal are not eligible to receive the Router Discount;
    d) this offer is available to residential customers applying for and using a More personal nbn® plan. Business customers and business nbn® plans are excluded from this offer; and
    e) you must use, and continue to use, an eligible CommBank online bill payment method for your More nbn® plan to maintain all discounts available under this offer.
4. The Existing Service Discount is solely available to customers who are notified directly by More that they are eligible to apply the discount to an existing service via the More Customer Portal (at More's discretion)
5. Your use of ConnectID is subject to More's ConnectID Terms. When you complete ConnectID verification, CommBank shares your verified identity details with More for the purpose of setting up and administering your service or applying the NBN Discount to your existing service, and confirming your eligibility for this offer. You may update your personal information held by More at any time in accordance with More's Privacy Policy.
6. Eligible Customers may access the NBN Discount by:
    a. signing up to a new More nbn® plan via the More website or the More customer portal, successfully completing a ConnectID verification during checkout, and completing checkout using an eligible CommBank online bill payment method; or

b. applying the NBN Discount to an existing eligible nbn® service via the More customer portal and successfully completing ConnectID verification via the More customer portal.

7. If you sign up to a new More nbn® plan through an authorised agent your discount will not be applied until you complete the ConnectID verification using the verification link provided to you after checkout. ConnectID verification must be completed within 30 days. This section does not apply to customers who apply the NBN Discount to an existing eligible nbn® service via the More customer portal.
8. If your ConnectID verification is unsuccessful for any reason or is not completed within the timeframe specified in section 7:
    a. where you are signing up to a new More nbn® plan, your order will proceed, but you will not receive the NBN Discount, or where applicable, the Router Discount. Your More nbn® plan will be charged at the standard RRP current at the time; or
    b. where you are applying the NBN Discount to an existing nbn® service via the More customer portal, the NBN Discount will not be applied to that service and your existing nbn® services will continue to be charged at the applicable RRP. You will also forfeit any discounts that were previously applied to your NBN services or account under other offers prior to your attempt to apply the NBN Discount.
9. The ConnectID verification process will verify your first name, last name and date of birth details held by CommBank against the details you have provided to More. If the verified details received by More through ConnectID differ from the information on your More account, we will update your name and date of birth on your More account to align with the details received from ConnectID in accordance with the consent you provide during the ConnectID verification flow.
10. The offer is valid for use with any More residential nbn® plans, as advertised on the More website from time to time during the Offer Period. The table in Schedule 1 sets out the monthly plan fees for each More nbn® plan after the discounts available with this offer have been applied.
11. The NBN Discount on your More nbn® plan runs for 36 months and commences:
    a. from the day your eligible new nbn® service is first activated under this offer and continues for the Discount Period. You must check out using your CommBank credit or debit card as your online bill payment method to qualify for this offer. Alternatively, after checkout you may change your online bill payment method to a direct debit from a CommBank bank account and remain eligible for this offer; or
    b. from the next billing period after the NBN Discount is applied to your existing nbn® service via the More customer portal, where you apply the NBN Discount to an existing service and runs for the Discount Period,

    unless in either case you cancel your nbn® service or you cease to be an Eligible Customer.
12. You must check out using your CommBank credit or debit card as your online bill payment method to qualify for this offer when signing up to a new More nbn® service. Alternatively, after checkout you may change your online bill payment method to a direct debit from a CommBank bank account and remain eligible for this offer. Where you are applying the NBN Discount to an existing eligible More nbn® service via the More customer portal, you must have an eligible CommBank online bill payment method registered on your account. To maintain the offer, you must continue to have a CommBank credit or debit card registered as your online bill payment method. Any other payment method is ineligible under this offer and its use may result in you forfeiting all discounts available under it.

13. If you change your online bill payment method to an ineligible payment method at any time during the Discount Period, you will cease to be an Eligible Customer and may forfeit all discounts under this offer. Access to the offer may be revoked with effect from the end of the billing period in which you change to an ineligible payment method, with the cost of your plan reverting to the RRP current at that time.
14. If you lose your discount under this offer in accordance with section 10 but then subsequently revert to an eligible payment method (as outlined in section 12), you will recommence receiving any remaining months available under the Discount Period from the date your eligible payment method is reinstated until the expiry of the Discount Period. However, you will not receive an extension on the Discount Period for any months forfeited due to use of an ineligible payment method.
15. If you change your online bill payment method to an ineligible payment method at any time after your Discount Period, you will forfeit the Ongoing Discount in entirety. Access to the offer will be revoked with effect from the following month, with the cost of your plan reverting to the RRP current at that time.
16. The NBN Discounts available with this offer apply to plan fees only and do not apply to the following:
    a. any charges for hardware (such as Wi-Fi Routers or handsets) that are not included with your plan other than the one-off $25 discount available on the optional Wi-Fi Router for new nbn® services under this offer;
    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, charges or usage outside of your base monthly plan fee.
17. Eligible Customers who sign up for a new nbn® service under this Offer are able to receive the Router Discount, applied at checkout towards a Wi-Fi Router when the Wi-Fi Router is purchased in the same transaction as a new More nbn® plan. The Router Discount is automatically applied at checkout and is only available on Wi-Fi Routers displayed as available for purchase on the More website at the time of checkout. Wi-Fi Router models and bundles shown on the More website may change without notice and may vary based on your nbn® connection type and selected plan. Where the Wi-Fi Router price is less than $25, the Wi-Fi Router will be charged at $0 and no cashback, credit, or balance carry-over applies. The Router Discount is optional; not purchasing a Wi-Fi router does not affect eligibility for the NBN Discount. The Router Discount may be redeemed for up to two (2) new nbn® services activated under this offer on a More account, subject to the broader service limits set out in these terms. The Router Discount cannot be applied to the same transaction in which you are receiving a discount, credit, or rebate on a Wi-Fi Router that may be available to you under another offer.
18. CommBank customers are only entitled to receive a discount on a maximum of 2 nbn® services. This limit applies regardless of whether any services were added under this More offer, or any other More offer that has been or may become available to you.
19. 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 Discount Period forfeits all discounts under this offer. Cancelling your service after the Discount Period forfeits the Ongoing Discount.
20. This offer cannot be transferred to another person, account or party.

21. The NBN Discount available under this offer may be used in conjunction with the CommBank $0 Upfront Wi-Fi Router offer. The NBN Discount cannot be used in conjunction with any offers that provide discounts on a More nbn® plan.
22. The Router Discount available under this offer cannot be used in the same transaction as any discount, credit or reduced price for a Wi-Fi router that may be available to you under another offer. For the avoidance of doubt, you may still be able to access both the Router Discount and any other available Wi-Fi Router discount available to you, provided that you apply the discounts available under each offer to separate transactions, subject to you meeting the eligibility requirements and terms for each offer separately. If your premise is in the nbn® sky muster satellite region or you fall outside of the nbn® footprint the offer of a discounted nbn® plan will not be available to you NBN Discount a once-off discount to be applied monthly over the Discount Period.
23. The nbn® plan offer is a once-off discount to be applied monthly over the Discount Period.
24. If you change to a different More nbn® plan during the Discount Period, you will continue to receive the offer on the new plan for the remaining portion of the Discount Period, which will be deducted from the RRP of your new plan current at that time.
25. If the More nbn® plan you signed up to has its features or pricing changed, you will be notified inthe event that your nbn® plan is no longer available, you will be notified and switched over to a comparable More nbn® plan with terms and pricing closest to your existing plan and the offer will be applied to that plan.
26. If you cease to be an Eligible Customer at any time while you are receiving a discount under this offer, this may result in you forfeiting all discounts under this offer. Access to the offer may be revoked at any point after you cease to be an Eligible Customer, with the cost of your plan reverting to the RRP current at that time. Where available, we may move you to an alternative More nbn® offer for which you meet the eligibility criteria, and the discount(s) available under that offer will be applied to your plan.
27. The RRP may be changed at any time by giving 30 days written notice. The RRP will be the price shown on the More website for personal nbn® services.
28. The discounted nbn® services must not be resold and are intended for use by the account holder only.
29. These offer terms and conditions must be read in conjunction with the nbn® **Critical Information Summary** for your plan. To the extent of any inconsistencies, these offer terms apply.
30. If you sign up, More will be your service provider for your nbn® and will handle all technical enquiries, complaints and servicing.
31. By redeeming this offer, you acknowledge and agree that More and CommBank will collect, use and disclose your personal information to each other to the extent reasonably necessary to provide and administer this offer, including (without limitation) for the purposes of confirming your ongoing eligibility. Each party will handle your personal information it collects in accordance with its respective privacy policy.
32. The provision of your nbn® service will be subject to More's standard terms of service and policies, which are available **here** on the More website.
33. More and/or CommBank reserves the right to withdraw, vary or substitute this offer and/or the CommBank Terms and Conditions at any time.
34. If you have any questions about how this offer may apply to you, please contact us on 1800 733 368.

MORE

Schedule 1: nbn® discounts available under the CommBank offer

Note: to receive the discounts available in this table you must be an Eligible Customer (see section 3). Customers activating a new nbn® service under this offer or applying this offer to an existing service may be eligible to receive a 36 month discount.

Plan	Value	Value Plus	Fast Max	Ultrafast~	Fixed Wireless Value Plus	Fixed Wireless Fast	Fixed Wireless Superfast
nbn® Speed tier*	25/10	50/20	500/50	1000/100	100/20^	200250/ 8-20^	400/ 10-400^
Monthly discount off RRP during Discount Period	$25	$25	$25	$25	$25	$25	$25
Min. monthly charge during Discount Period #	$55	$75	$80	$100	$75	$80	$90
Discount off RRP after Discount Period	$10	$10	$10	$10	$10	$10	$10
Min. monthly charge after Discount Period	$70	$90	$95	$115	$90	$95	$105
Additional account fees applicable	Paper Bill Fee: $3.50 (available on request only) Late Payment Fee: $10.00						
Important	This table sets out pricing and additional account fees applicable under this offer only. Please read in conjunction with the nbn® Critical Information Summary for your plan.						

* nbn® Speed Tier refers to the speed of the technology installed at your premises.
~ Ultrafast are available on FTTP and some HFC connection types. Please ensure you use our website address-checking tool to establish if your preferred plan is available to you.
# Promotional pricing only available to Eligible Customers under this offer. If you cease to use an eligible CommBank online bill payment method, the minimum monthly charge set out in the current More nbn® CIS will apply to your plan.
^Indicates the theoretical maximum attainable speed available (in mbps) for this plan. These speeds may be unattainable at your property. See Fixed Wireless Critical Information Summary for more information.