

## 3 months' free Home Voice plan fees – CommBank customers

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| <b>Plan</b>   | Home Voice plan   |
| <b>Minimum monthly charge for first 3 months#</b>   | \$0   |
| <b>Minimum monthly charge after first 3 months#</b> | \$9   |
| <b>Additional account fees applicable</b>           | Paper Bill Fee: \$3.50 (available on request only)<br>Late Payment Fee: \$10.00   |
| <b>IMPORTANT</b>                                    | This table sets out pricing and additional account fees applicable under this offer only. Please read in conjunction with the Voice over Internet Service <a href="#">Critical Information Summary</a> for your plan. |

# Promotional pricing only available to eligible customers who use an eligible CommBank online bill payment method. If you cease to use an eligible CommBank online bill payment method, the minimum monthly charge set out in the current [More Voice CIS](#) will apply to your plan.

The offer of 3 months' free Home Voice plan fees is for new customers who complete sign up using a CommBank credit or debit card as your online bill payment method by 29 February 2024. To maintain the discounts available under this offer, you must continue to pay for your discounted More Voice plan with an eligible CommBank online bill payment method (see section 20). This offer is only available to new More Voice customers who do not have an existing More Voice service and have activated the offer via the More website. This can be done by activating the CommBank customer toggle on the More nbn® plans page.

The 3 months is a promotional period that commences from the day that your Voice service is activated (**Promotional Period**). After this Promotional Period the cost of your plan will revert to the Recommended Retail Price (**RRP**) current at that time, subject to an ongoing monthly discount of 10% off the RRP of your plan (**Ongoing Discount**) as long as you use an eligible CommBank online bill payment method. The RRPs of More Voice plans are available on the More website and are subject to change in accordance with More's terms of service.

If you sign up, More will be your service provider for your Voice 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 [here](#).

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

1. The offer period commences on 1/11/2023 and ends at 11:59pm AEDT on 29/02/2024 (**Offer Period**). Sign-ups for new More Voice services completed outside the Offer Period will not be eligible to receive the 3 months free plan fees offer.
2. The offer is only available to customers who meet the following eligibility criteria (**Eligible Customers**):
  - a. You are a new More Voice customer;
  - b. You must complete the sign-up process using a CommBank credit or debit card at checkout; and
  - c. You must continue to use an eligible CommBank online bill payment method (see section 20) to continue to receive the discounts available under this offer.
3. If you have any active More Voice services or have previously held a More Voice service, you are ineligible for this offer.
4. To be eligible to receive a More Voice plan (and to receive this offer) you must already have a More nbn® plan at the time of purchase, or you must sign up to a More nbn® plan at the same time as purchase a More Voice plan.
5. If you have already received a CommBank offer for an existing More nbn® service, you are also eligible to receive the separate 3 months' free plan fees available under this offer for your More Voice services. However,

signing up for a More Voice service under this offer does not reset or extend the term of any offers already applied to your More nbn<sup>®</sup> services.

6. If your premises is in the nbn<sup>®</sup> sky muster satellite region or you fall outside of the nbn<sup>®</sup> footprint this offer will not be available to you.
7. The offer of 3 months' free plan fees on your new More Voice plan will commence from the day your new Voice service is activated and will run for 3 months. This is a once-off discount to be applied to your first 3 months of Voice plan fees (unless you cancel your service or cease to be an Eligible Customer before the end of such period).
8. After the Promotional Period ends, the cost of your plan will revert to the RRP current at that time, subject to an ongoing monthly discount of 10% off RRP as long as you use an eligible CommBank online bill payment method (see section 20).
9. The table above sets out the monthly plan fees for each More Voice plan after the discounts available with this offer have been applied.
10. All discounts available with this offer apply to plan fees only and do not apply to the following:
  - a. Any hardware or softphone licensing charges – if you choose to purchase hardware or softphone licenses rather than bring your own (BYO), you will be charged for the cost of the hardware or softphone licenses at the time of application.
  - b. Any additional services, charges or usage outside of your base monthly plan fee that are charged on a pay-as-you-go basis, including charges for international calls (where enabled on your plan).
11. CommBank customers are only entitled to receive a CommBank discount on a maximum of 2 Voice services per More account. This limit applies regardless of whether you added any services under this More offer, or any other More Voice offer that has been or may become available to you.
12. Subject to clause 11, Eligible Customers who successfully activate a new Voice service under this offer can subsequently add an additional Voice service to their account. Any additional Voice services added during the Offer Period will also receive the 3 months' free plan fees and Ongoing Discount, up to a maximum of 2 Voice services per account.
13. The Promotional Period for any subsequent Voice service added to an account will begin from the day the additional Voice service is activated.
14. 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 Promotional Period forfeits any remaining months of free Voice plan fees. Cancelling your service after the Promotional Period forfeits the Ongoing Discount.
15. If you sign up to a More Voice plan under this offer and subsequently cancel your service at any time, you will not be eligible to receive the offer again.
16. If you previously signed up to a More Voice plan under another offer (including More's previous offer of 30% off a More Voice plan for 12 months), you will not be eligible to receive this offer on any Voice services that you add to your account during the Offer Period.
17. This offer cannot be transferred to another person or party.
18. This offer is not valid in conjunction with any other Voice offer or discount.
19. Should you relocate address within the first 3 months, the offer is transferable to your new address for the remaining portion of the Promotional Period.
20. You must checkout using your CommBank credit or debit card as your online bill payment method to qualify for this offer. To maintain the offer, you must continue to have a CommBank credit or debit card registered as your online bill payment method. 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. Any other payment method is ineligible under this offer and its use may result in you forfeiting the discount available under it.
21. If you change your online bill payment method to an ineligible payment method at any time during the Promotional Period, you will forfeit the discount for any months that you pay with an ineligible payment method. Access to the offer will be revoked with effect from the month in which you change to an ineligible payment method, with the cost of your plan reverting to the RRP current at that time for so long as you use an ineligible payment method to pay for your applicable More nbn<sup>®</sup> plan.
22. If you lose your discount under this offer in accordance with section 21 but then subsequently revert to an eligible payment method (as outlined in section 20), you will recommence receiving any remaining discounted months available from the date your eligible payment method is reinstated until the expiry of the Promotional

Period. However, you will not receive an extension on the Promotional Period for any months forfeited due to use of an ineligible payment method.

23. If you change your online bill payment method to an ineligible payment method at any time after your Promotional 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.
24. The RRP's 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 Voice services.
25. The discounted Voice services must not be resold and are intended for use by the account holder only.
26. These offer terms and conditions must be read in conjunction with the Voice [Critical Information Summary](#). To the extent of any inconsistencies, these offer terms apply.
27. If you sign up, More will be your service provider for your Voice service and will handle all technical enquiries, complaints and servicing.
28. The provision of your Voice service will be subject to More's standard terms of service and policies, which are available [here](#) on the More website.
29. CommBank reserves the right to withdraw, vary or substitute this offer at any time.

If you have any questions about how this offer may apply to you, please contact us on 1800 733 368.