



## More Loyalty Offer – discount on More nbn® plans

The offer of a monthly discount off the recommended retail price (RRP) of an existing More nbn® plan for 24 months (**Loyalty Discount**) is only available to existing More customers who have been notified by More of their eligibility for this offer and who continue to use an eligible CommBank online bill payment method to pay for services receiving a discount under this offer.

If you are eligible for this offer, More will automatically apply the Loyalty Discount to eligible More nbn® plan(s) on your account after any remaining months of any existing promotional discounts on those plans have expired. The 24 months is a promotional period that commences from the first day of the current billing period during which you are notified by More that the Loyalty Discount has been applied to your nbn® plan(s) (**Discount Period**).

After the Discount Period, the cost of your plan will be revert to the RRP, subject to an ongoing discount of \$10 per month off the RRP (**Ongoing Discount**), provided you continue to pay with an CommBank online bill payment method. The RRP 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, 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 Loyalty Discount is solely available to customers who are notified by More they are eligible (at More's sole discretion). More will automatically apply the Loyalty Discount to eligible services on eligible customer accounts.
2. If you are notified by More that you are eligible for this offer, the notification from More will advise that you are receiving a Loyalty Discount set out in either section 2(a) or 2(b) below. Eligibility is at More's sole discretion. You have no right to change or upgrade your Loyalty Discount, and you are not entitled to receive a Loyalty Discount under both section 2(a) and 2(b) for the same nbn® plan.
  - a. \$30/mth off the RRP of the plan fees of a More nbn® plan for 24 months, then \$10/mth off RRP ongoing; or
  - b. \$20/mth off the RRP of the plan fees of a More nbn® plan for 24 months, then \$10/mth off the RRP ongoing
3. The Loyalty Discount is applied to the RRP of the nbn® plan that you are on at the time of receiving notice from More. The tables in Schedule 1 to 2 set out the monthly plan fees for each More nbn® plan after the Loyalty Discount for which you are eligible has been applied.
4. The Loyalty Discount commences from the start of the current billing cycle in which you are notified by More that this offer has been applied to eligible nbn® plan(s) on your account and runs for 24 months, provided you continue to use an eligible payment method (see section 5).
5. To maintain the offer, you must continue to pay using an eligible CommBank online bill payment method. Any other payment method is ineligible under this offer and its use may result in you forfeiting the Loyalty Discount available under it.
6. 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 eligible and may forfeit the Loyalty Discount. 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.
7. If you lose your Loyalty Discount under this offer in accordance with section 6 but then subsequently revert to an eligible payment method (as outlined in section 5), at More's discretion, you may 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.
8. 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.
9. All discounts available with this offer apply to plan fees only and do not apply to the following:
  - a. any charges for hardware (such as modems or handsets) that are not included with your plan;



- 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.
10. CommBank customers are only entitled to receive a discount on a maximum of 2 nbn® services per account. This limit applies regardless of whether any services were added under this More offer, or any other More nbn® offer that has been or may become 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 Discount Period forfeits any remaining months. Cancelling your service after the Discount Period forfeits the Ongoing Discount.
12. This offer cannot be transferred to another person, account or party.
13. This offer is not valid in conjunction with any other offer or discount.
14. 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.
15. The offer is a once-off discount to be applied monthly over the Discount Period.
16. 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.
17. If the More nbn® plan you signed up to has its features or RRP changed, you will be notified. In the 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 their existing plan and the offer will be applied to that plan.
18. 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.
19. The discounted nbn® services must not be resold and are intended for use by the account holder only.
20. 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.
21. If you sign up, More will be your service provider for your nbn® and will handle all technical enquiries, complaints and servicing.
22. 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.
23. More 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.

### Schedule 1: \$30/mth off RRP discount, then \$10 off/mth ongoing

Plan	Value	Value Plus	Fast	Fast Plus~	Ultrafast~	Hyperfast	Fixed Wireless Value Plus	Fixed Wireless Fast	Fixed Wireless Superfast
nbn® Speed tier*	25/10	50/20	100/20	100/40	1000/50	2000/100 (HFC), 2000/200 (FTTP)	100/20^	200-250/8-20^	400/10-400^
Monthly discount off RRP during Discount Period	\$30	\$30	\$30	\$30	\$30	\$30	\$30	\$30	\$30
Min. monthly charge during Discount Period #	\$48	\$65	\$70	\$75	\$99	\$160	\$65	\$70	\$80

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Monthly discount off RRP after Discount Period	\$10	\$10	\$10	\$10	\$10	\$10	\$10	\$10	\$10
Min. monthly charge after Discount Period	\$68	\$85	\$90	\$90	\$95	\$119	\$180	\$85	\$90
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 Business nbn® <a href="#">Critical Information Summary</a> for your plan.								
	<p>* nbn® Speed Tier refers to the speed of the technology installed at your premises.</p> <p>~ Ultrafast and Superfast plans are only available on HFC connection types. Business Superfast Plus and Business Ultrafast Plus are only available on FTTP connection types. Please ensure you use our website address-checking tool to establish if this plan is available to you.</p> <p># Promotional pricing only available to eligible customers who have been informed of their eligibility for this offer and discount amount. If you cease to use an eligible CommBank online bill payment method, the minimum monthly charge set out in the current <a href="#">More nbn® CIS</a> will apply to your plan.</p> <p>^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.</p>								

**Schedule 2: \$20/mth off RRP discount, then \$10 off/mth ongoing**

Plan	Value	Value Plus	Fast	Fast Max	Fast Plus~	Ultrafast~	Hyperfast	Fixed Wireless Value Plus	Fixed Wireless Fast	Fixed Wireless Superfast
nbn® Speed tier*	25/10	50/20	100/20	500/50	100/40	1000/10	2000/100 (HFC), 2000/200 (FTTP)	100/20^	200-250/8-20^	400/10-400^
Monthly discount off RRP during Discount Period	\$20	\$20	\$20	\$20	\$20	\$20	\$20	\$20	\$20	\$20
Min. monthly charge during Discount Period #	\$58	\$75	\$80	\$80	\$85	\$109	\$170	\$75	\$80	\$90
Discount off RRP after Discount Period	\$10	\$10	\$10	\$10	\$10	\$10	\$10	\$10	\$10	\$10
Min. monthly charge after Discount Period	\$68	\$85	\$90	\$90	\$95	\$119	\$180	\$85	\$90	\$100
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 Business nbn® <a href="#">Critical Information Summary</a> for your plan.									
* nbn® Speed Tier refers to the speed of the technology installed at your premises.										

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~ Ultrafast and Superfast plans are only available on HFC connection types. Business Superfast Plus and Business Ultrafast Plus are only available on FTTP connection types. Please ensure you use our website address-checking tool to establish if this plan is available to you.

# Promotional pricing only available to eligible CommBank Yello customers that are part of the Yello Plus tier 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 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.

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