



CBA Staff Offer – Discounted nbn® Plans Terms & Conditions

This offer provides eligible Commonwealth Bank Group and Bankwest employees with a discount of \$40 off the Recommended Retail Price (**RRP**) per month for 36 months on an eligible new More residential nbn® plan (**NBN Discount**) and a discount of \$180 off a Wi-Fi Router pack (**Router Credit**) (when purchased in the same transaction with a new More nbn® plan that is eligible for an NBN Discount). The Offer is available to Eligible Customers who complete sign-up between 9am AEST 1 April 2026 and 6pm AEST 31 March 2027 (**Offer Period**).

To access this offer you must sign up to a new nbn® plan via the More website using your Commonwealth Bank Group or Bankwest employee email address and successfully complete ConnectID verification as part of the checkout journey (see section 4). The 36 months is a promotional period (Discount Period) that commences from the day that your nbn® service is activated. 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 (see section 16). 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. Offer does not apply to additional services, charges or usage outside those that are included with your base monthly plan.

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 offer period commences on 1 April 2026 at 9:00am AEST and ends at 6:00pm AEST on 31 March 2027 (**Offer Period**).
2. This offer provides Eligible Customers that sign up with:
 - a) a monthly discount of \$40 off the RRP of an eligible new More residential nbn® plan for 36 months (**Discount Period**); and
 - b) a discount of \$180 off a Wi-Fi Router pack when purchased in the same transaction with a new More nbn® plan that is eligible for the NBN discount.
3. The offer is only available to customers who meet the following eligibility criteria (**Eligible Customer**):
 - a) you must be a Commonwealth Bank Group or Bankwest employee;
 - b) you must sign up using a valid CBA or Bankwest employee email address;
 - c) you must complete the sign-up process for a new residential More nbn® plan (subject to the limits set out in section 15) including by successfully completing ConnectID verification (see section 4) and checkout with an eligible CommBank online bill payment method;
 - d) in order to receive the Router Credit, you must purchase an eligible router in the same transaction as your new More nbn® plan that is eligible for the NBN Discount during checkout;
 - e) 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



- f) 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. 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 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.
 5. Eligible Customers may access the NBN Discount by signing up to a new More nbn[®] plan via the More website using their Commonwealth Bank Group and/or Bankwest email address, successfully completing a ConnectID verification during checkout, and completing checkout using an eligible CommBank online bill payment method. This offer cannot be applied to any existing active services on a customer's account.
 6. If you sign up to a 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.
 7. If your ConnectID verification is unsuccessful for any reason or is not completed within the timeframe specified in section 6, your order may be cancelled and you will not receive the NBN Discount. You may submit a new order for a More nbn[®] plan that is not subject to this offer if you do not wish to use ConnectID to verify your identity in signing up to More.
 8. 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 may 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 checkout flow.
 9. The NBN Discount on your plan commences from the day your eligible new nbn[®] service is first activated under this offer and continues until the end of the Discount Period (unless you cancel your nbn[®] service or cease to be an Eligible Customer). There is no ongoing discount after the Discount Period ends.
 10. This offer is available on eligible no lock in residential More nbn[®] plans. You may cancel your service at any time without early termination charges. Cancelling your service will result in forfeiture of the Offer and any unused Router Credit. Cancelling your service after the Discount Period forfeits the Ongoing Discount.
 11. The Router Credit is applied once per transaction at checkout when a router is added in the same transaction as an eligible discounted nbn[®] service. Only one (1) Router Credit may be applied per transaction. Where the router price is less than \$180, the router will be charged at \$0 and no cashback, credit or balance carry-over applies. The Router Credit is optional; not purchasing a router does not affect eligibility for the NBN Discount.
 12. The Router Credit cannot be used towards any other hardware, accessories, services, delivery charges, installation fees, plan fees or connection fees and is not redeemable for cash. If you return or cancel a router purchase, any refund will be processed net of the Router Credit. The Router Credit is not refundable and will not be reinstated.
 13. The Router Credit 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. Only one Router Credit applies per transaction.
 14. Eligible Customers are only entitled to receive a discount on a maximum of two (2) nbn[®] services per More account. This limit applies regardless of whether any services were added under this offer, or any other More nbn[®] offer that has been or may become available to you.

15. Subject to section 14, if you subsequently add a second eligible new nbn® service during the Offer Period, the NBN Discount will apply from the date that second service is activated.
16. You must check out using your CBA or Bankwest employee email address and a 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 an eligible CommBank 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 all discounts available under it.
17. If you change your online bill payment method to an ineligible payment method at any time during the Discount Period, you may forfeit all discounts under this offer and the Ongoing Discount in entirety. 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.
18. If you lose your discount under this offer in accordance with section 17 but then subsequently revert to an eligible payment method (as outlined in section 16), you will recommence receiving the discount from the date your eligible payment method is reinstated. You will not receive any extension of the Discount Period for months forfeited due to use of an ineligible payment method.
19. The RRP of More nbn® plans may be changed at any time in accordance with More's terms of service and applicable notice requirements.
20. The NBN Discount available with this offer applies to plan fees only and does not apply to:
 - a) any charges for hardware (such as Wi-Fi routers or handsets) that are not included with your plan (other than the one-off \$180 Router Credit under this offer);
 - b) any nbn® New Development Fee charge or nbn® New Copper Pair charge; and
 - c) any additional services, charges or usage outside of your base monthly plan fee.
21. This Offer applies to new services only and cannot be applied to any existing active services. Existing More customers may access this Offer by updating the email address on their More account to a valid CBA or Bankwest employee email address and meeting the Eligibility Criteria in section 3 when signing up for a new service. Existing customers who require assistance must contact More's support team.
22. This offer cannot be transferred to another person, account or party.
23. The discounted nbn® services must not be resold and are intended for use by the account holder only.
24. By redeeming this offer, you acknowledge and agree that More and CommBank may 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.
25. 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.
26. More and/or CommBank reserve the right to withdraw, vary or substitute this offer at any time. The Offer ends at 6:00pm AEST on 31 March 2027.
27. Service provision: 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.

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

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 service under this offer 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	\$40	\$40	\$40	\$40	\$40	\$40	\$40
Min. monthly charge during Discount Period #	\$40	\$60	\$65	\$85	\$60	\$65	\$75
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 plans are only available on FFTP 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.