

Terms and Conditions – More Residential Fibre Connect upgrade

Offer Terms and Conditions:

1. This offer provides eligible new and existing More Residential customers with a \$0 upgrade from a fibre to the node (**FTTN**) or fibre to the curb (**FTTC**) nbn[®] connection to a faster fibre to the premises (**FTTP**) nbn[®] connection.
2. The offer is only available to More Residential customers who meet the following eligibility criteria (**Eligible Customers**):
 - a. You must have an existing FTTN or FTTC service at an address that has been identified by NBN Co as being eligible for an upgrade to FTTP; and
 - b. You must initiate an upgrade of your existing nbn[®] service from FTTN or FTTC to FTTP by ordering an eligible More Residential nbn[®] plan.
3. Except where section 4 applies, the More Residential nbn[®] plan ordered in connection with your FTTP upgrade must meet the following minimum eligible plan requirements outlined the table below, noting that:
 - a. If your current connection is FTTN, the minimum More nbn[®] plan eligible for this offer is the Fast Plan (NBN Speed Tier 100/20); and
 - b. If your current connection is FTTC, the minimum More nbn[®] plan eligible for this offer is the Superfast Plan (NBN Speed Tier 250/25).

Plan	Eligibility - Current FTTN service	Eligibility - Current FTTC service
Fast(NBN Speed Tier 100/20)*	✓	X
Fast Plus (NBN Speed Tier 100/40)*	✓	X
SuperFast (NBN Speed Tier 250/25)*	✓	✓
UltraFast (NBN Speed Tier 1000/50)*	✓	✓

* nbn[®] Speed Tier refers the maximum possible speed of plan outside peak hours. You will typically experience slower speeds in practice, including during typical peak hours. Typical peak hour speeds are measured between 7pm-11pm weekdays and subject to change. Actual speeds may be slower and vary due to a range of factors. For more information, see our nbn[®] Key Facts Sheet on the [Policies page](#) of our website.

4. Certain new and existing customers may be eligible to receive a \$0 upgrade from a FTTN or FTTC nbn[®] connection to a FTTP nbn[®] connection by ordering any More nbn[®] plan (the minimum plan requirements outlined in section 3 will not apply). If you are eligible for an upgrade under this section:
 - a. we will notify you of your eligibility and assist you to initiate an upgrade to a FTTP connection; or
 - b. your eligibility will be confirmed by our [website address-checking tool](#) and you will be able to initiate an upgrade to a FTTP connection by ordering your preferred More nbn[®] plan.
5. This offer cannot be transferred to another account, person or party. It is intended for use by the account holder only and must not be resold.
6. The offer is only available once per customer and per premises. Should you relocate your address, the offer is non-transferable to your new address.

7. This offer may be used in conjunction with offers or discounts made available by More to CommBank customers, subject to you meeting the relevant eligibility criteria and other conditions applicable to those offers.
8. This offer may be cancelled, varied or withdrawn by More at any time as to its availability or application to customers who have not initiated a fibre upgrade by ordering an eligible plan.
9. If you sign up, More will be your service provider and the provision of your More nbn[®] service will be subject to these offer terms, as well as More's standard terms of service and policies available on the [Policies](#) page of our website.

FTTP Upgrade - Installation Process:

10. For a new FTTP service to be connected, the following steps must be completed:
 - a. **Pre-installation Visit:** More will arrange for an nbn[®] technician to assess the outside of your premises. If the pre-installation visit determines that extra infrastructure (e.g. trenching and conduit) is required to complete the installation, you will be advised by More of any additional costs that you are responsible for paying in order to proceed.
 - b. **Installation Appointment:** More will arrange for an nbn[®] technician to install the nbn[®] equipment inside and outside your premises. You, or an authorised person over the age of 18, will need to be present during the installation to give the technician both internal and external access to your premises.
11. Once your service upgrade is complete, you will need to connect to the new nbn[®] connection box by using an Ethernet cable and a compatible modem.

Service Transfer:

12. If you have an existing FTTN or FTTC service, you will need to reconfigure your existing modem in accordance with our instructions before you can use your new FTTP service.
13. **Important:** If you have an existing FTTN or FTTC service with More, we will automatically disconnect this service on the first to occur of:
 - a. reconfiguration of your existing modem with the details of your new FTTP service; or
 - b. seven (7) days after the date on which your FTTP service installation is successfully completed.
14. You may continue to be charged for your existing More service until one of these events occurs.
15. If you have an existing service with another provider, you are responsible for cancelling your existing service with that provider once your FTTP upgrade is complete. You may continue to be charged for both services until you complete this cancellation.