

CommBank Staff Offer – discounted nbn[®], mobile broadband, home voice and SIM-only mobile plan

Terms & Conditions

1. This offer is only available to CBA Group employees who sign up to a More nbn[®] plan, mobile broadband plan, home voice and/or mobile SIM-only plan by 30 June 2024 via the More website using a CBA Group email address and checkout using a CommBank credit or debit card as their online bill payment method (**Eligibility Criteria**).
2. This offer provides More customers who meet the Eligibility Criteria with:
 - 50% off the Recommended Retail Price (**RRP**) of a More nbn[®] plan, mobile broadband plan, home voice and/or SIM-only mobile plan for the first 12 months (**First Year Discount**);
 - 30% off the RRP of a More nbn[®] plan, mobile broadband plan, home voice and/or SIM-only mobile plan for the second 12 months (**Second Year Discount**); and
 - 10% off the RRP a More nbn[®] plan, mobile broadband plan, home voice and/or SIM-only mobile plan on an ongoing basis commencing at the start of the third year of your service (**Ongoing Discount**).
3. To be eligible to receive a More Voice plan (including under 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 you purchase a More Voice plan.
4. The RRP of More nbn[®], mobile broadband, home voice and SIM-only mobile plans are as advertised on the More website from time to time. The RRP of More nbn[®], mobile broadband, home voice and mobile plans are subject to change in accordance with More's terms of service.
5. For the avoidance of doubt, More nbn[®] plans, home voice, mobile broadband plans and SIM-only mobile plans are considered four separate product categories (**Product Category**).
6. The First Year and Second Year Discounts for any services added before 5/08/2023 are applied to the monthly plan fees for each Product Category and commenced from the date on which the first service within a Product Category is activated.
7. The First Year and Second Year Discounts for services added from 5/08/2023 will be applied to the monthly plan fees for each individual service separately and will commence from the date on which each individual service is activated.
8. At the end of the first 12 months following activation, the monthly plan fees for your eligible service(s) will automatically roll over so that they are subject to the Second Year Discount.
9. At the end of the second 12 months following activation, the monthly plan fees for any eligible service will automatically roll over so that they are subject to the Ongoing Discount. The Ongoing Discount will continue to apply to the RRP (current at that time) of your More service(s) for so long as you continue to use an eligible CommBank online bill payment method (see section 16).
10. If you signed up to an eligible More service under a CommBank Staff Offer prior to 27 January 2023 and your service is already in the second 12 months from the date of initial activation, More will automatically apply the Second Year Discount to your service from that date for the remaining portion of such second 12-month period, following which you will receive the Ongoing Discount in accordance with Section 9.
11. If you sign up, More will be your service provider for your nbn[®], home voice, mobile broadband and/or mobile service(s) and will handle all technical enquiries, complaints and

servicing. The provision of your More service(s) will be subject to More's standard terms of service and policies, available [here](#) on the More Website.

12. 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.
13. All discounts available with this offer apply to eligible More plan fees only and do not apply to the following:
 - any charges for hardware (such as modems or handsets) that are not included with your plan;
 - any nbn[®] New Development Fee charge or nbn[®] New Copper Pair charge. These are charges that are passed through from NBN Co;
 - any additional services, charges or usage outside of your base monthly plan fee, including any non-standard calls or messages made via a mobile service that are charged on a pay-as-you-go basis; and
 - any mobile add-on data plans, international calling plans, international travel packs or other add-on plans that are available for purchase and use in conjunction with your base mobile plan.
14. This offer is available on eligible no-lock-in contract More residential nbn[®], home voice, mobile broadband and SIM-only mobile plans, and you are free to cancel this type of plan at any time without charges. However:
 - cancelling your service within the first 12 months forfeits any remaining months of the First Year Discount and all months of the Second Year Discount;
 - cancelling your service within the second 12 months forfeits any remaining months of the Second Year Discount; and
 - cancelling your service after the second 12 months forfeits the Ongoing Discount.
15. If you cease to meet all of the Eligibility Criteria during the first 12 months after activating your service, you will no longer be entitled to receive this offer. If this occurs, any discounts available from More will be forfeited and your monthly plan fee will return to the RRP current at that time. However, if you cease to be a CBA Group employee after the first 12 months of your service:
 - provided you continue to use and maintain an eligible CommBank online bill payment method for your More service (see section 16), you will still receive the Second Year Discount for any remaining portion of the second 12 months from initial activation of your service; and
 - provided you continue to use and maintain an eligible CommBank online bill payment method for your More service, you will still receive the Ongoing Discount on an ongoing basis commencing at the start of the third year of your service.
16. You must checkout using your CBA Group email address and a CommBank credit or debit card to qualify for this offer. To maintain the First Year Discount, Second Year Discount and Ongoing Discount, 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.
17. If you change your online bill payment method to an ineligible payment method at any time during the First Year Discount or Second Year Discount 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 plan.

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 17), you will recommence receiving any remaining months available under the First Year Discount or Second Year Discount from the date your eligible payment method is reinstated until the expiry of the First Year Discount or Second Year Discount period. However, you will not receive an extension on the First Year Discount or Second Year Discount period for any months forfeited due to use of an ineligible payment method.
19. If you change your online bill payment method to an ineligible payment method at any time after your Second Year 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.
20. Should you relocate your address for your More nbn[®] service, this offer is transferable to your new address for the remaining portion of the First Year Discount and Second Year Discount provided you continue to meet the Eligibility Criteria.
21. This offer will apply to a maximum of 5 mobile services, 5 mobile broadband services, 2 home voice services and 2 nbn[®] services per account.
22. CommBank staff are only entitled to receive a discount on a maximum of 2 nbn[®] services, 5 mobile services, 5 mobile broadband services and 2 home voice 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.
23. For any services added before 5/08/2023, the First Year Discount and Second Year Discount will not reset upon activation of any subsequent services of the same Product Category. Subsequent services added within the same Product Category (to the limits outlined in section 22) will receive any remaining portion of the First Year Discount and/or Second Year Discount from the initial activation of the first service of that Product Category and the Ongoing Discount subject to requirements outlined in section 9.
24. For any services added from 5/08/2023, subsequent services added within the same Product Category (to the limits outlined in section 19) will receive the full First Year and Second Year Discounts from the date of activation of each individual service and the Ongoing Discount subject to requirements outlined in section 9.
25. This offer cannot be transferred to another person, account or party.
26. This offer is not valid in conjunction with any other offer, promotion or discount.
27. The offer cannot be redeemed after the offer expiry date.
28. The discounted More nbn[®], mobile broadband, home voice and mobile 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 applicable [Critical Information Summary](#) for your plan. To the extent of any inconsistencies, these offer terms apply.
30. CommBank reserves the right to remove 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 or via live chat on our website.

Schedule – discounted fees under CommBank Staff Offer

nbn® plan fees

Plan	Value	Value Plus	Fast	Fast Plus~	Superfast~	Ultrafast~	Fixed Wireless Plus
nbn® Speed tier*	25/20	50/20	100/40	250/25	250/100	1000/50	75/10^
Min. monthly charge for First Year#	\$36.00	\$44.00	\$47.00	\$49.50	\$57.50	\$67.50	\$44.00
Min. monthly charge for Second Year#	\$50.40	\$61.60	\$65.80	\$69.30	\$80.50	\$94.50	\$61.60
Min. monthly charge after Second Year#	\$64.80	\$79.20	\$84.60	\$89.10	\$103.50	\$121.50	\$79.20
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.

~ This plan is only available on FTTP and some HFC connection types. Please ensure you use our website address-checking tool to establish if this plan is available to you.

^ 75/10 indicates the theoretical maximum attainable speed available for the Fixed Wireless Plus plan. These speeds may be unattainable at your property. See Fixed Wireless [Critical Information Summary](#) for more information.

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 our [More nbn® CIS](#) will apply to your nbn® plan.

Voice plan fees

Plan	Home Voice over Internet Service
Min. monthly charge for First Year#	\$5.00
Min. monthly charge for Second Year#	\$7.00
Min. monthly charge after Second Year#	\$9.00
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 Voice Critical Information Summary 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 our [More Voice CIS](#) will apply to your Voice plan.

Mobile plan fees

Data allowance/month	12GB	25GB	32GB	50GB	80GB	150GB
Network Access	4G	4G	5G**	5G**	5G**	5G**
Plan download speed caps [^]	Capped at 100 Mbps (4G)	Capped at 100 Mbps (4G)	Capped at 100 Mbps (4G & 5G)	Capped at 100 Mbps (4G & 5G)	Capped at 100 Mbps (4G & 5G)	Capped at 250 Mbps (4G & 5G)
Min. monthly charge for First Year [#]	\$12.00	\$15.00	\$18.00	\$21.00	\$25.00	\$32.00
Min. monthly charge for Second Year [#]	\$16.80	\$21.00	\$25.20	\$29.40	\$35.00	\$44.80
Min. monthly charge after Second Year [#]	\$21.60	\$27.00	\$32.40	\$37.80	\$45.00	\$57.60
Cost per GB of Data for First Year	\$1.00	\$0.60	\$0.56	\$0.42	\$0.31	\$0.21
Cost per GB of Data for Second Year	\$1.40	\$0.84	\$0.79	\$0.59	\$0.44	\$0.30
Cost per GB of Data after Second Year	\$1.80	\$1.08	\$1.01	\$0.76	\$0.56	\$0.38
Additional account fees applicable	Paper Bill Fee: \$3.50 (available on request only) Late Payment Fee: \$10.00 Temporary suspension of service charge: \$10.00 per each whole or partial billing period when the suspension is in place. Physical SIM replacement charge: \$10.00 Physical SIM provisioning charge: \$10.00					
Important	This table sets out pricing and additional account fees applicable under this offer only. Please read in conjunction with the mobile Critical Information Summary for your plan.					

[^] Speeds may vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

** 5G network access requires a compatible mobile phone and is only available in selected areas.

[#] 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 our [More Mobile CIS](#) will apply to your mobile plan.

Mobile broadband plan fees

Data allowance/month	100GB	200GB	400GB
Network Access	5G**	5G**	5G**
Plan download speed caps^	Capped at 100 Mbps (4G & 5G)	Capped at 250 Mbps (4G & 5G)	Capped at 250 Mbps (4G & 5G)
Min. monthly charge for First Year#	\$20.00	\$27.50	\$35.00
Min. monthly charge for Second Year#	\$28.00	\$38.50	\$49.00
Min. monthly charge after Second Year#	\$36.00	\$49.50	\$63.00
Cost per GB of Data for First Year	\$0.20	\$0.14	\$0.09
Cost per GB of Data for Second Year	\$0.28	\$0.19	\$0.12
Cost per GB of Data after Second Year	\$0.36	\$0.25	\$0.16
Additional account fees applicable	Paper Bill Fee: \$3.50 (available on request only) Late Payment Fee: \$10.00 Temporary suspension of service charge: \$10.00 per each whole or partial billing period when the suspension is in place. Physical SIM replacement charge: \$10.00 Physical SIM provisioning charge: \$10.00		
Important	This table sets out pricing and additional account fees applicable under this offer only. Please read in conjunction with the mobile broadband Critical Information Summary for your plan.		

^ Speeds may vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

** 5G network access requires a compatible mobile phone and is only available in selected areas.

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 our [More Mobile Broadband CIS](#) will apply to your mobile broadband plan.