

CommBank Private Bank offer – discounted nbn[®] and SIM-only mobile plans

Terms & Conditions

1. This offer is only available to CommBank Private Banking customers who sign up to a More nbn[®] plan and/or mobile SIM-only plan using a CommBank credit or debit card as your online bill payment method by 31 December 2023, enter a valid promotional code at check out. To maintain the discounts available under this offer, you must continue to pay for your discounted More plan with an eligible CommBank online bill payment method.
2. This offer provides eligible More customers with:
 - a. 50% off the Recommended Retail Price (**RRP**) of a More nbn[®] plan and/or SIM-only mobile plan for the first 12 months from the date of first service activation (**First Year Discount**); and
 - b. 10% off the RRP of a More nbn[®] plan and/or SIM-only mobile plan for the second 12 months (**Ongoing Discount**).
3. This offer is only available to customers who enter a valid promotional code as part of the checkout process for an eligible service via the More website. Promotional codes are supplied to CommBank Private Banking customers via email. If you believe you are eligible to receive this offer and have not received a promotional code, please contact your CommBank Private Banking representative.
4. Limit of one offer code per CommBank Private Banking customer. Each offer code can only be redeemed at checkout once during the offer validity period but can be used in conjunction with the purchase of multiple plans in the same redemption transaction (subject to the service limits set out in clause 21).
5. CommBank Private Banking customers with existing eligible More services activated prior to the issue of a promotional code will receive instructions from CommBank via email as to how they can contact More to have this offer applied to their existing services. More will then apply the First Year Discount to eligible existing services for a further 12 months, notwithstanding any previous CommBank discounts applied to the customer's account.
6. The RRPs of More plans are as advertised on the More [website](#) from time to time. The RRPs of More plans are subject to change in accordance with More's terms of service.
7. For the avoidance of doubt, More nbn[®] plans and SIM-only mobile plans are considered two separate product categories (**Product Category**).
8. The First Year Discount 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.
9. The First Year Discount 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.
10. At the end of the First Year Discount, the monthly plan fees for your 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 of your More service for so long as you continue to use an eligible CommBank online bill payment method (see section 16).
11. If you sign up, More will be your service provider for your nbn[®] and/or mobile 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 [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[®] plans and SIM-only mobile plans, and you are free to cancel these types of plans 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 Ongoing Discount. If you cease to meet all of the Eligibility Criteria at any time during the offer term, you will no longer be entitled to receive this offer.
15. You must check out using your CommBank credit or debit card as your online bill payment method to qualify for this offer. To maintain the First 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.
16. If you change your online bill payment method to an ineligible payment method at any time during the First 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.
17. If you lose your discount under this offer in accordance with section 16 but then subsequently revert to an eligible payment method (as outlined in section 15), you will recommence receiving any remaining months available under the First Year Discount from the date your eligible payment method is reinstated until the expiry of the First Year Discount period. However, you will not receive an extension on the First Year Discount period for any months forfeited due to use of an ineligible payment method.
18. If you change your online bill payment method to an ineligible payment method at any time after your First 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.
19. Should you relocate your address for your More nbn[®] service, this offer is transferable to your new address for the remaining portion of your First Year Discount provided that you continue to meet the Eligibility Criteria and nbn[®] is available at your new address.
20. The offer will apply to a maximum of 2 nbn[®] services and 5 mobile services per account.
21. CommBank customers are only entitled to receive a discount on a maximum of 2 nbn[®] services and 5 mobile services per account. This limit applies regardless of whether you added any services under this More offer, or any other More offer that has been or may become available to you.
22. For any services added before 5/08/2023, the First 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 19) will receive

- any remaining portion of the 12 months from initial activation of the first service of that Product Category and the Ongoing Discount subject to requirements outlined in section 10.
23. 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 Discount from the date of activation of each individual service and the Ongoing Discount subject to requirements outlined in section 10.
 24. This offer cannot be transferred to another person, account or party.
 25. This offer is not valid in conjunction with any other offer, promotion or discount.
 26. The offer cannot be redeemed after the offer expiry date.
 27. The discounted More services must not be resold and are intended for use by the account holder only.
 28. 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 offer

nbn[®]

Plan	Value	Value Plus	Fast	Fast Plus	Superfast**	Ultrafast**	Fixed Wireless Plus
nbn [®] speed tier*	25/10	50/20	100/20	100/40	250/25	1000/50	75/10 [^]
Minimum Monthly Charge for first 12 months#	\$36.00	\$44.00	\$47.00	\$49.50	\$57.50	\$67.50	\$44.00
Minimum Monthly Charge after first 12 months#	\$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 [®] or Fixed Wireless Critical Information Summary for your plan.						

* nbn[®] Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See nbn[®] [Critical Information Summary](#) for your plan for more information.

** 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.

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

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

Mobile

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)
Minimum Monthly Charge for first 12 months#	\$12.00	\$15.00	\$18.00	\$21.00	\$25.00	\$32.00
Minimum Monthly Charge after first 12 months#	\$21.60	\$27.00	\$32.40	\$37.80	\$45.00	\$57.60
Cost per GB of Data for first 12 months	\$1.00	\$0.60	\$0.56	\$0.42	\$0.31	\$0.21
Cost per GB of Data after first 12 months	\$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 min. monthly charge set out in the current [More Mobile CIS](#) will apply to your plan.