CBA Staff- Mobile SIM-Only Plan Discount- Terms & Conditions

This offer provides eligible Commonwealth Bank Group and Bankwest employees with a discount of $15 off the Recommended Retail Price (**RRP**) per month for 36 months on an eligible new More mobile plan (**Mobile Discount**). The Offer is available to eligible customers who complete signup between 9:00am AEST on 1 April 2026 and 6:00pm AEST on 31 March 2027 (**Offer Period**).

To access this Offer, you must sign up to a new More mobile service via the More website a using your Commonwealth Bank Group or Bankwest employee email address and successfully complete ConnectID verification during checkout. To maintain discounts available under this offer, you must continue to pay for your discounted More mobile plan with an eligible CommBank online bill payment method (see section 15).

The 36-month discount period (**Discount Period**) commences from the day your mobile service is activated. After this Discount Period the cost of your plan will revert to the RRP current at that time, subject to an ongoing monthly discount of $4 per month discount off the RRP (as set out in Schedule 1) (**Ongoing Discount)** as long as you use a CommBank debit or credit card as your online bill payment method. The RRP of More mobile plans are available on the More website subject to change in accordance with More's terms of service.

If you sign up, More will be your service provider for your 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 on the More website.

This offer is subject to the full terms and conditions and eligibility criteria below:

1. The Offer Period commences at 9:00am AEST on 1 April 2026 and ends at 6:00pm AEST on 31 March 2027. To receive the Mobile Discount, you must complete plan sign-up during the Offer Period.

2. This offer provides Eligible Customers who sign up during the Offer Period with a monthly discount of $15 off the RRP of an eligible new More mobile plan for 36 months. The Mobile Discount will apply from the date the new service is activated until the end of the Discount Period.

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 More mobile plan (subject to the limits set out in section 12), including successfully completing ConnectID verification (see section 4) and checking out with an eligible CommBank online bill payment method;
   d) this offer is available to residential customers applying for and using a More personal mobile plan. Business mobile services are excluded; and

e) you must use, and continue to use, an eligible CommBank online bill payment method for your More mobile plan to maintain the Mobile Discount.

4. Your use of ConnectID is subject to More's ConnectID Terms (insert link). 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 Mobile Discount by signing up to a new More mobile plan via the More website, using their Commonwealth Bank Group and/or Bankwest employee email address, successfully completing 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 mobile 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 Mobile Discount. You may submit a new order for a More mobile plan that is not subject to this offer.

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 Mobile Discount on your plan commences from the day your eligible new mobile service is first activated under this offer and continues until the end of the Discount Period (unless you cancel your service or cease to be an Eligible Customer). After the Discount Period ends, the cost of your plan will revert to RRP current at that time, subject to an ongoing monthly discount of $4 discount off RRP as long as you use an eligible CommBank online bill payment method.

10. This offer is available on eligible no lock in More mobile plans. You may cancel your service at any time without early termination charges. Cancelling your service will result in forfeiture of the Mobile Discount and any Ongoing Discount.

11. The Mobile Discount applies to plan fees only and does not apply to:
    a) handset instalments or device repayments (if applicable);
    b) hardware, accessories, SIM replacement fees or delivery charges;
    c) international roaming charges; or
    d) any additional services, add-ons or usage outside of your base monthly plan fee.

12. CommBank customers are only entitled to receive a CommBank discount on a maximum of two (5) mobile services per More account. This limit applies regardless of whether any services were added under this offer or any other More offer.

13. Subject to section 12, if you subsequently add another eligible new mobile service during the Offer Period, the Mobile Discount will apply from the date that additional service is activated.
14. 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 may result in forfeiture of the Mobile Discount.
15. 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. 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.
16. If you lose your discount under this offer in accordance with section 15 but then subsequently revert to an eligible payment method (as outlined in section 14), you will recommence receiving the Mobile 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.
17. The RRP of More mobile plans may be changed at any time in accordance with More's terms of service and applicable notice requirements.
18. 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 Commonwealth Bank Group 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 frontline support team.
19. This offer cannot be transferred to another person, account or party.
20. The discounted mobile services must not be resold and are intended for use by the account holder only.
21. 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 confirming your ongoing eligibility. Each party will handle your personal information in accordance with its respective privacy policy.
22. These offer terms and conditions must be read in conjunction with the Critical Information Summary (CIS) for your mobile plan. To the extent of any inconsistencies, these offer terms apply.
23. More and/or CommBank reserve the right to withdraw, vary or substitute this offer at any time.
24. If you sign up, More will be your service provider for your 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 on the More website.

Schedule 1: Mobile discounts available under the CommBank offer

Note: to receive the discounts available in this table you must be an Eligible Customer (see section 2). Customers activating a new service under this offer may be eligible to receive a 36-month discount.

Data allowance/month	**15GB**	**50GB**	**75GB**	**160GB**
Network access	5G*	5G*	5G*	5G*
Plan download speeds caps^	Capped at 150Mbps (4G & 5G)	Capped at 150Mbps (4G & 5G)	Capped at 150Mbps (4G & 5G)	Capped at 250Mbps (4G & 5G)
Monthly discount off RRP during Discount Period#	$15	$15	$15	$15
Min. monthly charge during Discount Period#	$18.00	$25.00	$31.00	$50.00
Cost/GB of data for Discount Period	$1.20	$0.50	$0.41	$0.31
Discount off RRP after Discount Period	$4	$4	$4	$4
Min. monthly charge after Discount Period	$29	$36	$42	$61
Cost/GB of data for Ongoing Discount period	$1.93	$0.72	$0.56	$0.38
Additional account fees applicable	• Paper Bill Fee: $3.50 (available on request only) • Late Payment Fee: $10.00 • Physical SIM replacement charge: $10.00			
IMPORTANT	This table sets out pricing and additional account fees applicable under this offer only. Please read in conjunction with the residential 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.
# Discount pricing only available to eligible customers who use a CommBank debit or credit card as your 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.
* 5G network access requires a compatible mobile phone and is only available in selected areas