

Terms and Conditions - Fibre Connect upgrade

This offer provides eligible new and existing More 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, together with a unique code that entitles the customer to a discount of \$159 redeemable towards the cost of one or more eero devices (subject to stock availability) (**eero Discount Code**). Eligible customers are those that meet the following eligibility criteria:

- a. The customer 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;
- b. The customer must initiate an upgrade to their existing service from FTTN or FTTC to FTTP by ordering an eligible new More nbn® plan between 16 May 2023 and 11.59pm AEDT on 30 November 2023; and
- c. The customer must complete the nbn® installation process for their FTTP service by 31 March 2024.

Subject to these Terms and Conditions, the promotional period commences on 16 May 2023 and will run until 30 November 2023, or until stocks are exhausted (whichever is earlier). The eero Discount Code is only valid for redemption through the More website page <https://www.more.com.au/personal/eero-offer> until 11.59pm AEDT on 31 January 2024. Sign-ups for eligible More nbn® plans or requests for fibre upgrades submitted outside of the promotional period will not be eligible to receive the eero Discount Code.

Offer Terms and Conditions:

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

1. The offer is only available to 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;
 - b. You must initiate an upgrade of your existing service from FTTN or FTTC to FTTP by ordering an eligible More nbn® plan between 16 May 2023 and 11.59pm AEDT on 30 November 2023; and
 - c. You must complete the nbn® installation process for their FTTP service by 31 March 2024.
2. The More 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 to the maximum possible speed of the relevant plan outside evening peak hours. You will typically experience slower speeds in practice, including during evening busy periods. Not all speeds are available in all

areas. Typical evening speeds are measured between 7pm - 11pm and are 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.

3. This offer provides Eligible Customers with a \$0 upgrade from an FTTN or FTTC nbn® connection to a faster FTTP nbn® connection, together with an eero Discount Code that entitles the customer to a discount of \$159 redeemable towards the cost of one or more eero devices (subject to stock availability). The current retail price for an eero device purchased via the More website is \$159 (inc GST).
4. The eero Discount Code will be provided to an Eligible Customer by email following:
 - a. successful order of an eligible new nbn® plan; and
 - b. confirmation from NBN Co that the address for the service ordered is both:
 - i. eligible for an FTTP upgrade; and
 - ii. does not have any previous or existing FTTP upgrade orders with other retailers.
5. An eero Discount Code will be issued to Eligible Customers within 3 business days following order of an eligible nbn® plan. Please contact us if you have not received your eero Discount Code after this timeframe.

IMPORTANT

6. Once supplied to you, the eero Discount Code is only redeemable by ordering through the following More website offer page: <https://www.more.com.au/personal/eero-offer>
7. The eero Discount Code will expire on 11.59pm AEDT 31 January 2024.
8. **Any eero devices ordered through other More webpages will result in you being charged for the full cost of the modem.** We will not provide a refund or credit for any hardware purchased except as outlined in our [Hardware Limited Refund Policy](#).
9. If you redeem the eero Discount Code and are provided with an eero device, you are required to complete the upgrade to FTTP through NBN Co by no later than 31 March 2024.
10. Failure to complete the FTTP upgrade by this date due to any matters within your control (such as failure to organise an installation appointment, cancellation of the appointment, or failure to reschedule a cancelled appointment) will result in a charge of \$159 (the value of the eero Discount Code) to your account.
11. If an FTTP upgrade cannot be completed by 31 March 2024 due to factors outside of your reasonable control, we will not charge you for the eero device, provided you return the eero device to us upon request. If requested, we will provide you with a pre-paid satchel to return the device and you must mail the device within 2 weeks of receipt of the satchel. Failure to return the device within the timeframe outlined may result in a charge of \$159 to your account.

12. You cannot order an eero device from More (including as part of this offer) without also receiving an eero Secure subscription. An eero Secure subscription is provided to each More customer for 12 months at no additional cost when you order an eero device from More for use in combination with a compatible More internet plan.
13. At the end of the 12-month period, your eero Secure subscription automatically converts to a paid month-to-month service and you will be charged monthly in advance at the recommended retail price (RRP) per account current at that time as part of your standard monthly bill until your eero Secure subscription is cancelled.
14. Full eero Secure subscription terms and conditions are available [here](#) and will also be disclosed to you at checkout when you redeem your eero Discount Code.
15. 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.
16. 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.
17. Should you cancel or downgrade your eligible More nbn® plan prior to redeeming your eero Discount Code, your eero Discount Code may be invalidated and you will forfeit the benefit of the eero Discount Code.

18. Each eero Discount Code can only be used once and cannot be redeemed for cash.
19. The eero Discount Code will expire on 11.59pm AEDT 31 January 2024.
20. 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.
21. 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.
22. 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:

23. 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.
24. 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:

25. 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.
26. **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.
27. You may continue to be charged for your existing More service until one of these events occurs.
28. 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.