

## Acuity Communications Promotions – terms and conditions

---

### General promotions terms and conditions – new customers\*

Acuity Communications Pty Ltd (ABN 27 644 749 459) (Acuity Communications) from time-to-time offers general promotions to new customers\* (eg, first month free or \$10 off for the first six months).

Terms and conditions of these include:

- promotions only apply to new customers\*
- promotions cannot be redeemed outside the promotional period
- promotions cannot be applied retrospectively
- promotions do not apply to our higher speed plans (150Mbps or above) unless stated otherwise
- a promotional discount cannot be used in conjunction with any other discount unless stated otherwise
- a discount cannot be applied to an address within 180 days of any other discount being applied, unless you can prove you are a new owner/rental tenant (not flatmate) of that address
- a promotional discount cannot be transferred to another person or party
- a promotional discount cannot be redeemed for cash
- promotions involving hardware do not include mailing costs
- promotions involving free hardware: if you fail to pay your first month of service with Acuity Communications, we reserve the right to invoice you for the full amount of the hardware supplied
- a promotional discount that is dependent on being on a certain plan type (unlimited plan, for example) will expire instantly if you change your plan to a non-supported plan type customers should refer to general terms and conditions for specific products and services
- Acuity Communications reserves the right to remove or vary a promotion, if a Force Majeure Event makes it impossible to still offer it.

#### **Please Note:**

Discounts will be applied automatically to customer bills for the relevant period.

If the discount lasts longer than 30 days, we will endeavour to let you know when it is close to expiring.

*\*A 'new customer' is defined as an individual who has not had an active broadband service with Acuity Communications in the last six months or hasn't been an authorised contact, residing at the same address as the primary contact, on an active broadband service with Acuity Communications in the last six months.*

**General promotions terms and conditions – existing customers\***

Acuity Communications from time-to-time offers general promotions to existing customers\*.

Terms and conditions of these include:

- promotions only apply to existing customers\*
- promotions cannot be redeemed outside the promotional period
- promotions cannot be applied retrospectively
- promotions do not apply to our higher speed plans (150Mbps or above) unless stated otherwise
- a promotional discount cannot be transferred to another person or party
- a promotional discount cannot be redeemed for cash
- discounts will be applied automatically to customer bills for the relevant period
- promotions involving hardware do not include mailing costs
- promotions involving free hardware: if you fail to pay your first month of service with Acuity Communications, we reserve the right to invoice you for the full amount of the hardware supplied
- a promotional discount that is dependent on being on a certain plan type (unlimited plan, for example) will expire instantly if you change your plan to a non-supported plan type
- customers should refer to general terms and conditions for specific products and services
- Acuity Communications reserves the right to remove or vary a promotion, if a Force Majeure Event makes it impossible to still offer it.

**Please Note:**

If the discount lasts longer than 30 days, we will endeavour to let you know when it is close to expiring.

*\*An 'existing customer' is defined as an individual who is the legal owner of an active broadband service with Acuity Communications at the time the offer is applied.*

---

**Refer-a-friend terms and conditions**

Acuity Communications operates a refer-a-friend program, encouraging customers to refer a friend to us for a defined benefit.

Terms and conditions of this program include:

- The dollar value of the benefit is as promoted on our website at the time of referral
- The benefit is in the form of a credit applied against monthly internet fees
- The benefit cannot be used to buy modems, routers or any hardware
- The benefit cannot be redeemed for cash
- The benefit cannot be transferred to another person or party
- New customers signing up can receive a referral credit or a promotional/discount offer, but not both
- This program only applies to residential NBN or Enterprise Fibre services, and small business NBN services. It does not apply to any business grade service.

- There is no limit to the number of friends you can refer
- Credit is applied once your friend's service becomes active
- You cannot refer yourself for a subsequent account
- The person you are referring must be aware of the benefit you receive from using your code

Acuity Communications reserves the right, in our sole discretion, to remove your access to this program if you breach our fair and acceptable use policy, or we have otherwise formed the view that you are scamming this program.

Privacy: to participate in this program, existing customers must disclose to their friend their unique account number. Acuity Communications does not provide existing customers with any information about referral friends, except for the fact that someone you referred has become a customer and that you will therefore receive a refer-a-friend credit.

---

**Loyalty offer terms and conditions**

Acuity Communications from time-to-time operates a loyalty offer for invited long-term customers.

Terms and conditions of this program include:

- The dollar value of the benefit is as promoted via email at the time of offer
- The benefit is in the form of a credit applied against your account
- The benefit cannot be redeemed for cash
- The benefit cannot be transferred to another person or party
- This offer only applies to residential customers. It does not apply to any small business or business grade service.
- The offer applies to broadband services only (including nbn, Enterprise fibre, ADSL, Naked DSL and Wireless). The credit does not apply to charges for other services or products such as a phone service, mobile service, entertainment or any hardware.
- The offer does not form a contract. You are free to change plans or cancel your service at any time during the offer (and likewise, as per our standard terms and conditions, we may provide you with relevant notice to either change or cancel your service). If we change your plan, the amount of the original credit remains in place on your account.
- If you cancel your service with us during the offer period, we will refund you the upfront amount that is remaining on your account – however, we will not refund or pay you the bonus credit
- If you change your plan with us during the offer period, your bonus credit remains at the same value (meaning if you move your plan down it will take longer to use up, or if you move your plan up, you will use your credit faster)

Acuity Communications reserves the right, in our sole discretion, to remove your access to this offer if you breach our fair and acceptable use policy, or we have otherwise formed the view that you are scamming this offer.

---