

TERMS & CONDITIONS

Elevate Fixed Wireless 3-Year Price Lock Guarantee Promotion 2025

The Offer

- 1) These terms and conditions apply to the Elevate Internet 3-Year Price Lock Guarantee Promotion, which provides eligible Elevate Internet Fixed Wireless customers with a 36-month (3-year) price lock on discounted monthly plan fees for eligible residential services, subject to these Terms and Conditions (the "Offer").
- 2) This Offer is valid from Tuesday 1 July 2025 until Elevate internet withdraws the offer at any time by not advertising it (Offer period). Elevate Internet may withdraw the offer at any time without notice.
- 3) By applying for this Offer, you agree to be bound by:
- 4) Elevate Internet's Standard Terms and Conditions, available at <https://elevateinternet.com.au/legal>, and
- 5) These specific Offer Terms and Conditions.
- 6) Elevate Internet reserves the right to modify these Terms and Conditions at any time. Elevate may accept or decline your application at its absolute discretion.

Eligibility

- 7) To qualify for this Offer, you must meet the following criteria:
 - a) Be a new residential customer of Elevate Fixed Wireless services.
 - b) Be at least 18 years of age.
 - c) Only one service per eligible address is able to participate in the offer.

How it works

- 8) The offer applies only to the monthly plan fee for the service selected at the time of activation. Please and prices are listed in the table below.

Plan	Monthly charge	Offer
Everyday 25/5Mbps	\$45	\$45
Enhanced 50/20 Mbps	\$50	\$50
Evolve 100/30 Mbps	\$60	\$60
Extreme 250/50 Mbps	\$70	\$70

- 9) The discounted monthly fee will remain fixed for 36 months from the activation date.
- 10) The Price Lock does not apply to:
 - a) Speed upgrades or changes to your plan tier.
 - b) Modem/router charges.
 - c) Hardware and installation fees
 - d) Shipping fees.
 - e) Additional services or charges

Additional conditions:

- 11) If you change your plan, the Price Lock will no longer apply, and you may be moved to the current pricing of your new plan.
- 12) If you relocate or change your connection technology the Price Lock may no longer apply.

General

- 13) These Terms and Conditions may be amended by Elevate Internet at any time during the offer by way of notification.
- 14) Any updates will not affect customers already under a valid 3-Year Price Lock period.
- 15) The Offer is non-transferable, non-exchangeable, and not redeemable for cash.
- 16) Participants indemnify Elevate Internet and its agents against all claims, losses, or damages (direct, indirect, consequential, or otherwise) arising from participation in this Offer.
- 17) To enhance your experience, your modem collects amortised data to help improve performance and services - to learn how we protect your information you can view our [Privacy Policy](#).
- 18) By accepting this Offer, you confirm that you:
 - a) Have read and understood the Terms and Conditions; and
 - b) Are authorised to enter into this agreement.