

# Terms and Conditions

## Home NBN 'Alaka-Discount!' Promotion 2025

### The Offer

These Terms and Conditions apply to the Elevate Internet Home nbn "Alaka-Discount!" offer which provides new Elevate Fixed Line Home nbn customers discounted monthly charges for the first 6-months of their service subject to these Terms and Conditions.

**The applicable discounts are set out in the tables below.**

This Offer is valid from 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.

By applying for this Offer, you agree to be bound by:

- Elevate Internet's Standard Terms and Conditions, available at <https://elevateinternet.com.au/legal>, and
- These specific Offer Terms and Conditions.

### Eligibility

To qualify for this Offer, you must:

- Be a new residential fixed line home nbn customer on an eligible plan
- Be at least 18 years of age and have a valid Australian residential address.

Elevate Internet may accept or decline your application at its absolute discretion.

### How the Offer Works

- The discounts apply exclusively to the specific services and plans detailed in the tables below (eligible service).
- The Offer is non-transferable, cannot be combined with any other special offers or promotions, and is not redeemable for cash.
- The Offer is available to new Elevate Internet customers who sign up to a new fixed line home nbn plan.
- Elevate Internet will apply the discount specified in the tables below at the time of signup. The monthly discount will automatically be discounted from your monthly invoices for the first 6 months of your service, or until you cancel the service, whichever comes first.
- If you opt to change your plan during the discount period, the discount will continue to apply if the new plan matches those listed in the tables below. If the new plan is not listed, the discount will cease to apply.
- Additional charges, including but not limited to upgrades, other internet services, installation, shipping and fees for non-standard installations, will continue to apply. This Offer is not available in all regions and only applies to the services listed in the tables below. All prices displayed (GST).

Service	Speed	Monthly Charge	Discount charge for the first 6 months	Monthly Discount Applied
The 25	25/5Mbps	\$65.00	\$55.00	\$10.00
The 50	50/20 Mbps	\$90.00	\$80.00	\$10.00
The 100	100/20Mbps	\$95.00	\$85.00	\$10.00
The 250	250/25Mbps	\$100.00	\$90.00	\$10.00
The 1000	1000/50Mbps	\$120.00	\$105.00	\$15.00

### General Terms

- These terms may be reasonably amended by Elevate Internet by notification to the customer at any time during the offer.
- Any updates will not affect customers already under a valid “**Alaka-Discount!**” promotional period.
- The Offer is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
  
- Subject always to the Australian Consumer Law, and in the absence of negligence on the part of Elevate Internet, its employees, agents and/or contractors, the customer releases.
  
- Participants indemnify Elevate Internet and its agents against all claims, losses, or damages (direct, indirect, consequential, or otherwise) arising from participation in this Offer.
- No variation or amendment to the terms and conditions shall be of any effect unless expressly agreed, in writing, by a person authorised to sign on behalf of Elevate Internet.
- By accepting this Offer, you confirm that you:
  - have read and understood the Terms and Conditions; and
  - are authorised to enter into this agreement.