

TERMS & CONDITIONS

Fixed Wireless Internet – Speed Bump 2025

The Offer

1. These Terms and Conditions apply to the Elevate Internet *Speed Bump Offer (The Offer)*, which provides eligible existing residential Elevate Internet Fixed Wireless customers with a 3-month speed boost to a higher speed plan (as outlined below). The speed boost is applied when services are upgraded in an area as part of the Elevate Internet Fixed Wireless infrastructure upgrade program.
2. At the end of the 3-month period customers will automatically remain on the increased speed plan at an additional monthly charge of \$10.
3. Customers who do not wish to stay on the higher speed plan at \$10/month must choose to discontinue their speed boost plan and revert to their previous plan, via the contact details below (contacting us section below) before the end of the 3-month period.
4. Availability of the upgraded service and associated benefits may vary depending on local network readiness, network coverage and installation requirements.
5. The offer will become available progressively to eligible customers as infrastructure upgrades are rolled out and will apply to qualifying addresses between 15 May 2025 and 30 December 2025.

Eligibility

1. This offer is available by invitation only to select residential Elevate Internet Fixed Wireless customers. Eligible customers will be notified directly by Elevate Internet when the services at their address become eligible as part of our upgrade rollout.
2. This offer is only for residential Fixed Wireless customers on a 100Mbps plan or under.
3. The application of the speed boost or plan upgrade is subject to line capability, network performance, capacity availability, and other technical considerations, as determined at the sole discretion of Elevate Internet.

By accepting the Speed Bump Offer, you agree to be bound by these Terms and Conditions and, as applicable, Elevate Internet's Standard Terms and Conditions, available at www.elevateinternet.com.au/legal.

Speed boost tiers

Listed below are the speed bumps customers will receive for a 3-month period based on their current plan.

Current speed	Speed bump
25Mbps	50Mbps
50Mbps	100 Mbps
100Mbps	250Mbps

How it works

1. After the infrastructure at a customer's premises and within an area has been upgraded, Elevate Internet will notify eligible customers in writing of the date that the 3-month speed boost starts.
2. At the end of the 3-month period:
 - a. customers will automatically remain on the upgraded plan unless they notify Elevate Internet of their choice to discontinue with the speed boost and to revert to their previous plan; and
 - b. a \$10 price increase will be charged to customers who have not notified Elevate Internet of their election to discontinue the upgrade and to return to their previous plan.
3. Customers may elect to return to their original plan at any time before the end of the 3-month speed boost period but must do so by giving notice to Elevate Internet during that period.

4. Should a customer relocate to a new premises, the customer will no longer be eligible for the Offer at the new address.

Contacting us

- Customers who contact Elevate Internet can do so via their website, emailing support@elevateinternet.com.au, or by phoning 1300 191 845.

General

1. These terms may be reasonably amended by Elevate Internet by notification to the customer at any time during the offer.
2. The Offer is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
3. 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 Elevate Internet and its employees, agents and contractors against any / all claims for any injury, loss or damages, whether direct, indirect, consequential or otherwise, arising from any cause whatsoever from their participation in any way howsoever in this Offer.
4. 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.
5. By arranging with Elevate Internet for the speed boost infrastructure upgrade, the customer confirms that the customer has read and accept the terms and conditions and is authorised to enter into a legally binding contract with Elevate Internet.