

## Fibre 1Gbps 3 Months Free Promotion 2025 Terms & Conditions

### 1. Promotion Overview

Vonex is offering eligible customers three (3) months free on new Fibre 1Gbps connections. This promotion is subject to the terms and conditions outlined below. By participating in this promotion, customers agree to these terms.

### 2. Eligibility

The promotion is available to new and existing Vonex customers who purchase a new Fibre 1Gbps connection, and does not apply to:

- Contract renewals
- Fibre upgrades
- Extensions
- Relocations
- Re-contracting of existing services
- Services requiring additional builds or infrastructure

Eligibility is subject to service qualification. A Vonex representative will assess the customer's building address to confirm eligibility.

Addresses not currently On-Net or requiring additional builds are not eligible for the promotion.

Vonex reserves the right to modify or withdraw the promotion if the service qualification check determines that the site does not qualify for the service.

### 3. Promotional Period

The promotion begins on Tuesday, 21 January 2025.

Orders must be received by close of business (COB) Wednesday, 26 March 2025.

The promotional offer applies only to orders placed within this period. Late orders will not be eligible.

### 4. Promotion Details

The promotional offer is valid only for customers signing up for a minimum 36-month contract term.

The current Monthly Recurring Charge (MRC) for Fibre 1Gbps is \$749 (excludes GST).

Eligible customers will receive a rebate for the full amount on the first three monthly bills from the service start date.

The offer is limited to fibre internet services only and does not include managed services or other add-ons.

## 5. Terms of Service

All standard Vonex Fast Fibre terms and conditions apply.

The service is for the customer's use only and must not be resold or distributed to third parties.

Customers are encouraged to refer to the Critical Information Summary (CIS) for full plan details.

## 6. Changes and Cancellations

Any changes to the service during the promotional period may result in the customer's exclusion from the promotion.

Cancellation of the service during the contract term will incur early termination charges as per standard Vonex Fast Fibre terms.

## 7. Modifications to the Promotion

Vonex reserves the right to extend, modify, or withdraw the promotion at any time at its sole discretion without notice.

Vonex is not responsible for any delays or disruptions caused by factors beyond its control, including but not limited to service qualification failures or third-party supplier issues.

## 8. Liability

Vonex's liability is limited to the maximum extent permitted by law.

Vonex is not liable for any loss, damage, or disruption resulting from the use of the service or participation in the promotion.

## 9. Acceptance of Terms

By participating in this promotion, customers acknowledge that they have read, understood, and agreed to these terms and conditions.

Participation in the promotion also constitutes acceptance of Vonex's standard Fast Fibre terms and conditions.

## 10. Contact Information

For any questions or concerns regarding this promotion, please contact Vonex at:

Phone: 1800 828 668

Email: [business-support@vonex.com.au](mailto:business-support@vonex.com.au)