

Business Fibre 250, 500 & 1000 Promotion 2025

Terms & Conditions

1. Promotion Overview

The Vonex *Business Fibre 3 Months Free Promotion* ("Promotion") commences on Friday, 14 November 2025, and continues until Tuesday, 16 December 2025, unless withdrawn earlier by Vonex.

Vonex may withdraw or vary the Promotion at any time.

2. Eligible Customers

This Promotion is open to new and existing business customers of Vonex.

Residential customers are not eligible.

3. Eligible Services

This Promotion applies exclusively to new, on-net connections on eligible AAPT/Vocus Fast Fibre products supplied by Vonex on 36-month contract terms.

3.1 Eligible AAPT/Vocus Fast Fibre Products

- Fast Fibre 250
- Fast Fibre 500
- Fast Fibre 1000

Products supplied via other upstream networks are not included in this Promotion.

Managed services, hardware, and add-ons are excluded.

3.2 Service Exclusions

The Promotion is not available for:

- Data Centre locations
- No NTU Access type services
- Fast Fibre nbn® TC4 or Enterprise Ethernet services
- Fast Fibre Telstra Ethernet Access services
- Services where an upfront installation fee is payable

4. Eligibility Conditions

The Promotion applies only to eligible new Business Fibre services supplied on a minimum 36-month contract term.

Eligibility is subject to service qualification. A Vonex representative will assess each site to confirm eligibility.

Addresses requiring additional infrastructure builds are not eligible.

This Promotion may not be combined with any other Vonex offer unless expressly stated.

5. Promotion Mechanics

Eligible customers who order an eligible Business Fibre service during the Promotion Period will receive three (3) months free service charges.

Customers will receive a rebate for the full amount of the first three (3) monthly service fees in arrears. Please direct any accounts-related questions to business-accounts@vonex.com.au.

6. Service Conditions

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

All standard Vonex Business Fibre Terms and Conditions apply.

For full details of inclusions, exclusions and performance characteristics, please refer to the Critical Information Summary (CIS) at www.vonex.com.au

7. Cancellations and Changes

Any change to the service during the Promotion Period may disqualify the customer from this Promotion.

Cancellation during the contract term will incur early termination charges in accordance with standard Business Fibre Terms.

8. General Terms

Signed orders must be received and accepted by Vonex during the Promotion Period.

The Promotion is available Australia-wide where eligible AAPT/Vocus Fast Fibre services are available.

Cancellation rights are in accordance with the customer's service contract and Australian Consumer Law.

This Promotion does not limit any statutory rights under Australian Consumer Law.

Vonex may extend, modify or withdraw the Promotion at its sole discretion.

9. Complaints

Any complaints or disputes in relation to this Promotion will be handled in accordance with Vonex's Complaint Handling Policy, available at www.vonex.com.au.

10. Contact

For more information about this Promotion, please contact Vonex Business Support:

Phone: 1800 828 668

Email: business-support@vonex.com.au