

nbn[®] Enterprise Ethernet Business Fibre 1 Month Free Promotion 2026

Terms & Conditions

1. Promotion Overview

The Vonex Business Fibre nbn[®] Enterprise Ethernet 1 Month Free Promotion ("Promotion") commences on Sunday, 1 February 2026, and continues until **Tuesday, 30 June 2026**, unless withdrawn earlier by Vonex.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 with eligible Business Fibre nbn[®] Enterprise Ethernet products and plans supplied by Vonex on 36-month contract terms.

New services must be ordered and acknowledged by nbn[®] between 01/02/2026 9:00 AEDT and 30/06/2026 11:59pm AEDT.

3.1 Eligible Business Fibre Products

The following Business Fibre nbn[®] Enterprise Ethernet plans are eligible:

- Business Fibre 250/250
- Business Fibre 500/500
- Business Fibre 1000/1000

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:

- Business Fibre nbn[®] Enterprise Ethernet 100 & 200 tiers
- Resigns
- Recontracts
- Upgrades (plan changes)
- Relocations (moving the service to another address)
- Change of Lessee (moving the service to a new business)

4. Eligibility Conditions

The Promotion applies only to new Business Fibre nbn[®] Enterprise Ethernet Internet service orders supplied on a minimum 36-month contract term.

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

Eligibility is determined by the date the service order is signed and accepted by Vonex within the Promotion Period. The promotional credit will be honoured regardless of the service activation date, provided that any installation delays are not caused by the customer (e.g., failure to provide site access or required documentation).

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 nbn[®] Enterprise Ethernet Business Fibre service during the Promotion Period will receive a credit equal to one (1) month access fee excluding GST.

The one-month promotional credit is processed in arrears, with the credit applied to the customer's second invoice issued after service activation, provided the service has been successfully activated.

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 relevant 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 Business Fibre nbn[®] Enterprise Ethernet 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.

Actual speeds may vary due to external factors, including hardware and wiring limitations.

Vonex reserves the right to remove access to the promotion if we find any breach of our Acceptable Use Policy.

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

9. Data and Privacy

IP Voice & Data (T/A Vonex Telecom) respects the privacy of the people we do business with, and we strive to comply with Australian Privacy Principle (APP) contained in the Privacy Act 1988 (the Privacy Act).

Any information collected during this promotion will be handled in accordance with the [Vonex Privacy Policy](#).

10. 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.

11. Contact

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

Phone: 1800 828 668

Email: business-support@vonex.com.au