PROMOTION TERMS

Black Friday Terms & Conditions (BLACK15)

Offer runs 9 to 29 November 2026

These terms cover Splice's Black Friday offer for new services on the nbn® and Rural Fibre Co networks: $15 off your monthly bill for your first six months, plus a $50 digital Visa gift card. We've kept them as plain as we can. If anything here is unclear, call us on 1800 775 423 or email support@splice.au.

1. Who's running the offer

Splice Internet Pty Ltd, ABN 83 682 918 083, 77-81 Centre Road, Morwell VIC 3840 ("**Splice**", "**we**", "**us**").

2. The offer in short

If you order an eligible Splice plan between 12:00am on 9 November 2026 and 11:59pm on 29 November 2026 (Melbourne time, AEDT), the BLACK15 offer applies automatically and you get:

- $15 off your plan's monthly price for your first six monthly billing periods; and
- one $50 digital Visa gift card, emailed to you once your service is connected and using data. It's one gift card per person, however many services you order (clause 6).

We can end the gift card part of the offer early in limited circumstances, but never for an order you've already placed (clause 11.2).

Each part is explained in detail below.

3. Who can get the offer

You can use BLACK15 if all of these are true:

- you're ordering a new Splice service at an address where there isn't already an active Splice service, and where you haven't had a Splice service in the past 12 months. Existing Splice customers can use BLACK15 for a new service at a different address, including when they move house. Changing plans on an existing service doesn't count as a new service;
- you're ordering a residential or small business nbn full fibre plan, or a residential plan on the Rural Fibre Co network other than the 50/20 plan;
- your address is in an area Splice serves, and Splice can supply your plan there. For nbn, that means an address already connected to nbn Fibre to the Premises, or an address nbn lists as eligible for its full fibre upgrade. For Rural Fibre Co, it means an address the Rural Fibre Co network can service. You can check your address at splice.au; and
- you order online at splice.au, where BLACK15 is applied automatically, or by phone with our team, who'll apply it for you.

BLACK15 isn't available on the Rural Fibre Co 50/20 plan, Business Fibre, or enterprise nbn services such as nbn Enterprise Ethernet.

4. Your $15 monthly discount

4.1 The discount is $15 (including GST) off your plan's monthly price for each of your first six monthly billing periods. Your first billing period starts on the day your service is activated, so the six months count from activation, not from the day you order.

4.2 After six billing periods, your plan goes back to its standard monthly price. For example, the Everyday Streamers plan is $70 a month for your first six months, then its standard price (currently $85 a month).

4.3 If you change to another eligible plan during your first six months, the $15 discount keeps applying to your new plan until the six billing periods are up. If you change to a plan that isn't eligible, such as the Rural Fibre Co 50/20 plan, the discount stops.

4.4 The discount stops if your service is cancelled. It can't be exchanged for cash, carried forward, or used on hardware, add-ons or other charges.

4.5 There's no minimum term and no fee to cancel. The minimum total cost is one month of your plan at the discounted price (for example, $70 on the Everyday Streamers plan), plus any optional hardware you choose to buy and any fee in clause 8 that applies to your address.

5. Your $50 gift card

5.1 **What you get.** One digital Visa prepaid card worth $50 (AUD) when we send it, issued by Tremendous's card-issuing partner.

5.2 **When we send it.** When your order is confirmed, we'll email you to let you know your gift card is reserved, unless you've already received one under this offer. We send the card itself once your service is connected and using data. That means your service has been activated on the nbn or Rural Fibre Co network, and our network has recorded it carrying internet traffic, which usually happens within hours of your connection going live. We aim to send your card within 2 business days of that, and we'll always send it within 10 business days.

5.3 **Who it goes to.** We email the card to the account holder (the main contact on your Splice account), at the email address on the account. We can't send it to anyone else, so please keep your contact details up to date.

5.4 **How you claim it.** Your email will include a link to claim your card through Tremendous (tremendous.com), the rewards company that delivers our gift cards. You may also get emails from Tremendous about your card, and those are genuine. Splice will never ask for your bank or card details to send you a gift card.

5.5 **Conditions.** To receive the card: (i) your service must be active, and you mustn't have asked us to cancel it, on the day we send the card; (ii) your service must be connected by 31 March 2027. If it isn't connected by then because of a delay on our side, or on nbn's or Rural Fibre Co's side, you'll still get your card once it's connected; (iii) the limits in clause 6 apply; and (iv) you ordered before any end date we've set for the gift card under clause 11.2.

5.6 **If your order doesn't go ahead.** If your order is cancelled, or can't be completed (for example, because nbn or Rural Fibre Co can't connect your address), no gift card is payable.

5.7 **The card itself.** You can use the card online wherever Visa is accepted, and add it to Apple Pay or Google Pay. It expires 6 months after we send it, so please use it before then. The card issuer's terms, which you'll see before you claim it, also apply, including any fees. Once you've claimed the card, please treat it like cash: Splice can't replace a card that's lost, stolen or expired, and we can't exchange it for cash.

5.8 **If your link stops working.** If your claim link expires or stops working before you've claimed the card, contact us within 12 months of the date we sent it and we'll send you a new one.

5.9 **Business customers.** If you receive the card as a business, its tax treatment is a matter for you.

5.10 **If we can't supply the card.** If a Visa gift card isn't available for a reason outside our control, we'll give you $50 another way: a credit on your Splice bill or another prepaid card of the same value. You choose.

6. One offer per address, one gift card per person

6.1 Each address can only get BLACK15 once. We identify an address by the location ID that nbn or Rural Fibre Co uses for the premises.

6.2 You can use BLACK15 on more than one new service. Each eligible service gets its own $15 monthly discount, but you can only get one gift card, however many services you order.

6.3 We treat orders with the same account holder, or the same mobile number, as coming from the same person.

6.4 If more than one service is ordered for the same address, only the first to be connected gets the offer. If you order more than one service, your gift card comes with the first one to be connected.

7. Using BLACK15 with other offers

BLACK15 can be combined with Mates Rates referral credits, and with $0 standard installation under our Rollout Installation Promotion where it applies to your address. It can't be combined with any other Splice promotion, discount or code unless that offer's terms say it can.

8. Prices and fees

8.1 All prices include GST.

8.2 On nbn plans, a router is optional and is charged separately, from $179, at the price shown when you order. Rural Fibre Co plans include a router.

8.3 nbn's New Development Fee of $300 applies at some newly built addresses. If it applies to yours, it's shown before you complete your order.

8.4 For the nbn full fibre upgrade, $0 applies to nbn's standard installation at addresses nbn lists as eligible for the upgrade. Any non-standard work is quoted before it proceeds. nbn sets the installation timing.

8.5 On the Rural Fibre Co network, standard installation is $0 if your home is already connected to the network. Otherwise it's $399, unless our Rollout Installation Promotion (at splice.au/legal) gives your address $0 standard installation. Any installation fee is shown before you complete your order, and any non-standard work is quoted before it proceeds.

9. Fair play

We may refuse the offer, remove the discount or decline to send a gift card if we reasonably believe an order is fraudulent, isn't genuine, or was placed to get more than one gift card, or to get the offer more than once at the same address (for example, by using different names, email addresses or phone numbers for the same address or person, or by cancelling a service and ordering it again in someone else's name). If we do, we'll tell you why. If you think we've got it wrong, you can make a complaint under our Complaints Handling Process at splice.au/legal. If we can't fix it, you can contact the Telecommunications Industry Ombudsman at tio.com.au.

10. Your information

To send your gift card, we share your name and email address with Tremendous, Inc., which is based in the United States and may store your information there. Our Privacy and Credit Reporting Policy at splice.au/legal explains how we handle your personal information, including when we share it overseas.

11. Changes to these terms

11.1 We may extend the offer period. Otherwise, we'll only change these terms if the law requires it, to correct a genuine error, or to end the gift card early under clause 11.2.

11.2 **Ending the gift card early.** We may stop offering the $50 gift card before 29 November 2026 if demand is much higher than we planned for, or if widespread misuse of the offer or a fault in our systems means we can't run it fairly. If we do: (a) we'll post the date and time it ends on splice.au/black-friday at least 24 hours beforehand, or straight away if the reason is misuse or a fault, and we'll show it in our order flow before you order; (b) every order placed before that time keeps the gift card, under these terms; and (c) orders placed after that time still get the $15 monthly discount, which runs until 29 November 2026 as planned.

11.3 A change will never reduce the discount or gift card for an order you've already placed.

12. Everything else

Your Splice service is provided under our Standard Form of Agreement, Critical Information Summary and Acceptable Use Policy at splice.au/legal. If those documents and these terms differ on anything about this offer, these terms apply. Nothing in these terms limits your rights under the Australian Consumer Law. These terms are governed by the laws of Victoria.

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