

Hazelwood South Installation Promotion

Terms and Conditions



Promotion period: 22 September 2026 to 11:59pm (AEDT) 30 November 2026.

Splice Internet offers \$0 standard installation for new residential broadband services at eligible addresses within Rural Fibre Co's Hazelwood South rollout area, for orders placed during the promotion period. After the promotion ends, our standard installation fee of \$399 applies.

Eligibility: The offer applies to: (a) new residential services; (b) at addresses within the Hazelwood South rollout area as defined by Rural Fibre Co (wholesale network provider) that are serviceable on the Rural Fibre Co network; check your address at splice.au/hazelwood-south; (c) where an order is placed with Splice Internet by 11:59pm (AEDT) on 30 November 2026. Installation may be scheduled after 30 November 2026; what matters is when your order is placed.

What's included: Standard installation covers a standard connection from Rural Fibre Co's network to your premises, including the supplied ONT and router (which remain the property of Rural Fibre Co). Non-standard installation work may incur a fee, which we'll quote and confirm with you before any work proceeds; you can choose not to go ahead at no cost before work starts.

No lock-in contract: There's no minimum term and no exit fees. You can cancel at any time by calling 1800 775 423.

We may end or change this promotion for new orders before 30 November 2026 by updating this document with at least 14 days' notice; orders already placed keep the offer as it stood when the order was made. All prices are in Australian dollars and include GST. Nothing in these terms excludes, restricts or modifies any rights or remedies you have under the Australian Consumer Law.

Check your address at splice.au or call us on 1800 775 423 to arrange a connection or with any questions about this offer.

If you have a complaint about this promotion, contact us on 1800 775 423 or email complaintresolution@splice.au. If your complaint is not resolved to your satisfaction, you may contact the Telecommunications Industry Ombudsman at 1800 062 058 or www.tio.com.au.

Other terms and conditions applicable to this service are set out in our Critical Information Summary at splice.au/legal/critical-information-summary, which summarises important provisions in our Standard Form of Agreement at splice.au/sfoa.