PROMOTION TERMS

Mates Rates

Effective 4 November 2026

Good internet's better shared. Send a mate your code, and when they join Splice you'll both score a $50 credit. Here's how it works, plus the fine print that keeps it fair for everyone.

1. The offer

1.1 Mates Rates is the refer-a-friend program run by Splice Internet Pty Ltd (**Splice**, **we**, **us**).

1.2 Share your personal referral code with friends and family. When someone signs up to a qualifying Splice broadband service using your code, you (the referrer) and your mate (the referee) each get a one-off $50 credit on your Splice account.

1.3 There's no limit on how many mates you can refer. Every successful referral earns you another $50 credit.

1.4 All amounts are in Australian dollars and include GST.

2. How it works

1. **Get your code.** We'll email you your unique referral code, or you can call us on 1800 775 423 to request one.
2. **Share it with a mate.** Pass it on to friends and family who'd like better internet.
3. **They sign up.** Your mate enters your code at checkout when they sign up to Splice.
4. **You both get $50.** Once their service is activated, we add a $50 credit to both accounts. It shows up on your next bill as a $50.00 Mates Rates credit.

Detail	Description
Referrer credit	$50 one-off credit (inc. GST)
Referee credit	$50 one-off credit (inc. GST)
Stacking	Yes. Each successful referral earns the referrer another $50 credit
When it's applied	When the referee's service is activated, or once installation is complete if one is needed
Leftover credit	Carries over to future bills until it's used up
Eligible referrers	Existing Splice customers with an active account in good standing
Eligible referees	New customers who haven't held a Splice account in the prior 12 months

3. Who can take part

3.1 To refer someone, you must be an existing Splice customer with an active account in good standing.

3.2 To be referred, your mate must be a new Splice customer who hasn't held a Splice account in the 12 months before they sign up.

3.3 The referee must enter the referrer's code at checkout when they sign up. We can't apply a code after the order has been placed.

4. Your $50 credit

4.1 We apply the credit to both accounts once the referee's service is activated. Where an installation is needed to activate the service, we apply it once the installation is complete.

4.2 If your bill is less than $50, the rest of the credit stays on your account and comes off your next bill, and the one after that, until it's all used up.

4.3 If the referrer's account is no longer active and in good standing when the referee's service is activated, the referrer's credit won't be applied. The referee still gets theirs.

4.4 Credit can only be used against charges on the Splice account it was applied to. It can't be transferred to another account or person, and it can't be exchanged for cash.

4.5 If you close your account with Mates Rates credit still on it, the unused credit is forfeited and won't be refunded.

5. Playing fair

5.1 Referral codes are for personal sharing only. They must not be published on coupon or deal websites, used in paid advertising, or distributed through mass media without our prior written consent.

5.2 We may withdraw credits (including removing any unused credit from an account) and end someone's participation in Mates Rates where we reasonably determine that fraudulent or manipulative conduct has occurred, including self-referrals or the creation of fictitious accounts.

6. Moving from the old offer

6.1 These terms take effect on 4 November 2026 and replace the previous Mates Rates offer of $10 off per month for 6 months. Where a referee enters a code at checkout on or after that date, the $50 credit applies as set out in these terms.

6.2 If a referee entered a code at checkout before 4 November 2026, that referral stays on the previous offer. Credits already running under the previous offer continue for their full 6-month period.

6.3 The previous offer is still available until 3 December 2026. For any referral where the code is entered at checkout on or before that date, the referrer and the referee can each ask us to apply the previous offer to their own credit instead of the $50 credit. Just call us on 1800 775 423 or email support@splice.au.

7. Changes to Mates Rates

7.1 We may change or end Mates Rates for new referrals by updating these terms on our website. A referral keeps the offer as it stood when the referee entered the code at checkout, and credit already applied to an account stays on that account.

7.2 Nothing in these terms excludes, restricts or modifies any rights or remedies you have under the Australian Consumer Law.

8. Questions and complaints

Call us on 1800 775 423 to request your referral code, or if you have any questions about Mates Rates. If you have a complaint about this program, call us on 1800 775 423 or email complaintresolution@splice.au. If your complaint isn't resolved to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or at www.tio.com.au.

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