



## Community Connect – Terms & Conditions

### 1. Eligibility Criteria

This offer is available to Australian residents who meet at least one of the following criteria:

- Hold a valid government-issued concession or pension card
- Receive eligible government support payments
- Are enrolled in the NDIS or have a household member enrolled
- Are experiencing financial hardship or fall under other defined eligible circumstances

### 2. Proof of Eligibility

Applicants are required to submit at least one of the following:

- Valid concession or health care card
- NDIS participant number
- Centrelink income summary or equivalent supporting document

### 3. Promotion Validity

- The promotion is valid from the date of release until 29/10/2026
- Occom reserves the right to modify or withdraw the promotion at any time without prior notice

### 4. Plan Eligibility

- The promotion applies only to 12 Mbps and 25 Mbps internet plans
- The offer is limited to one service per eligible customer

### 5. Contract Terms

- A mandatory 24-month contract applies to all promotional plans
- Early termination may incur applicable fees as per standard service agreements

### 6. Pricing and Discounts

- Discounted pricing will apply for the duration of the active service unless cancelled
- Discounts are not transferable or redeemable for cash

### 7. Data Allowance and Fair Use

- Plans include a monthly data limit of 150GB
- Upon reaching the limit, speeds will be reduced to 2 Mbps, rather than service suspension

### 8. Hardware and Equipment

- Customers will receive a complimentary router, selected based on connection type:

- Ethernet WAN: ASUS RT-AX52
- VDSL: TP-Link W9970
- Router substitution may occur based on service combinations (e.g., home phone bundle)
- Supplied hardware remains subject to company warranty and usage policies

#### **9. Home Phone Promotion**

- The home phone offer is independent of the internet promotion
- A separate 24-month contract applies
- Device options include company-provided devices or customer-owned compatible equipment

#### **10. Usage and Service Condition**

Services are subject to network availability and technical feasibility

Speed performance may vary depending on network conditions and location

#### **11. Exclusions**

- This promotion cannot be combined with any other offer, discount, or promotion
- Commercial or business use is not permitted under this initiative
- Each eligible customer is entitled to one redemption only
- Misuse or fraudulent claims may result in cancellation of service without notice

#### **12. Changes and Amendments**

- Occom reserves the right to update these Terms and Conditions at any time
- All services are subject to Occom's [Standard Terms & Conditions](#) and [Fair Use Policy](#).