Cyber Monday Terms and Conditions

Last Updated: 23/11/2026
Offer Period: 12:00 AM 23 November 2026 to 11:59 PM 6 December 2026, Sydney time.

1. The Offer

1.1 The Cyber Monday – End of Year Sale (Offer) is made by Occom Pty Ltd (Occom) to eligible customers who meet these Terms and Conditions.

1.2 The Offer provides eligible customers with:

(a) a discounted monthly plan fee for the first six months of an eligible residential NBN or OptiComm internet service; and

(b) a bonus router, with the eligible router determined by the contract term selected at sign-up, as set out in clause 8.

1.3 The Offer provides total savings of between $60 and $330 over the first six months, depending on the Eligible Plan selected.

2. Offer Period

2.1 The Offer is available for eligible orders placed between 12:00 AM on 23 November 2026 and 11:59 PM on 6 December 2026 (Offer Period), Sydney time, unless withdrawn earlier by Occom.

2.2 To qualify, customers must complete their order during the Offer Period and meet Occom's standard order, service qualification and connection requirements.

2.3 There is no separate activation deadline. However, customers must satisfy all standard connection requirements and applicable order acceptance conditions.

3. Eligible Plans and Promotional Pricing

3.1 The Offer is available on selected residential internet plans connected via the nbn or OptiComm network (Eligible Plans).

3.2 Eligible Plans and their corresponding promotional monthly plan fees will be displayed on the Occom website at the time of sign-up.

3.3 The introductory discount applies to the monthly plan fee for the first six months of service. From the seventh month, the standard monthly plan fee applicable to the selected plan and contract option will apply.

3.4 Depending on the Eligible Plan selected, customers will receive a monthly discount of between $10 and $55, representing total savings of between $60 and
$330 over the first six months.

3.5 The promotional pricing and savings vary by plan and contract option. The applicable monthly promotional price, standard monthly price and total promotional savings will be disclosed during the sign-up process.

3.6 You must enter the correct promo code for your contract term at sign-up: **CM12M26** – 12 months / **CM24M26** – 24 months / **CM36M26** – 36 months.

3.7 The Offer is available only on eligible services connected via the nbn or OptiComm networks. It is not available on services connected via other access

networks, including Redtrain, SUPA Networks, Community Fibre, Neoloop and Vision Networks.

3.8 The Offer is not available on business, mobile, home phone, wireless broadband or legacy services, or any residential plan not expressly identified as eligible during the Offer Period.

3.9 The Offer excludes the 250/25 plan and any other plans expressly excluded from the promotional pricing.

4. Eligibility

4.1 To be eligible for the Offer, you must:

(a) be at least 18 years old;

(b) have a valid Australian residential address;

(c) be either:

(i) a new Occom customer ordering a new service or transferring an eligible service from another provider; or

(ii) an existing Occom customer ordering an additional eligible service at a different service address or as a separate service;

(d) place your order during the Offer Period;

(e) select an Eligible Plan and the applicable promotional pricing during sign-up; and

(f) satisfy Occom's standard credit, identity, service qualification and connection requirements.

4.2 The Offer is limited to one use per eligible service and cannot be transferred between customers or services.

5. Contract Options

5.1 The Offer is available on eligible no-lock-in (month-to-month), 12-month, 24-month and 36-month service options, subject to availability and the pricing displayed at sign-up.

5.2 The introductory discount applies for the first six months regardless of the selected contract option.

5.3 The bonus router is determined by the selected contract term, as set out in clause 8.

5.4 Where a customer selects a contract option, the applicable contract term, early termination conditions and any associated fees will be disclosed during sign-up and form part of the customer's agreement with Occom.

5.5 No bonus router is included with a no-lock-in (month-to-month) service option unless expressly stated otherwise by Occom.

6. Six-Month Introductory Discount

6.1 The promotional monthly plan fee applies for the first six months of service, commencing from the service connection date.

6.2 The promotional discount applies to the monthly plan fee only and does not apply to hardware, delivery, installation, activation, add-on services or other applicable charges.

6.3 From the seventh month, the standard monthly plan fee applicable to the selected Eligible Plan and contract option will apply.
6.4 The introductory discount has no cash value, is not transferable and cannot be redeemed for a refund, account credit or alternative benefit.
6.5 If you cancel or disconnect your service before the end of the six-month promotional period, any remaining promotional discounts will be forfeited. No pro-rata credit or refund will be provided for unused promotional benefits.

7. Promotional Discount Conditions

7.1 The introductory discount is available only on Eligible Plans and must be applied at the time of sign-up.
7.2 The promotional discount cannot be applied retrospectively to existing services or orders placed outside the Offer Period.
7.3 The promotional discount applies to the selected service only and cannot be transferred to another service or customer.
7.4 If you change your plan, disconnect your service or otherwise cease to meet the eligibility requirements during the promotional period, Occom may remove the promotional discount from the date of the change.

8. Bonus Router

8.1 Customers who sign up to an Eligible Plan on a qualifying 12-month, 24-month or 36-month contract during the Offer Period will receive a bonus router from the applicable options below.

36-month contract

Eligible customers may choose one of the following bonus router options:

- Gaming Core (Wi-Fi 6)
- Home Mesh Prime (Wi-Fi 6) – 3 Pack
- Home Elite (Wi-Fi 7) – 2 Pack

24-month contract

Eligible customers may choose one of the following bonus router options:

- Home Mesh Prime (Wi-Fi 6) – 2 Pack
- Home Pro (Wi-Fi 6)

12-month contract

Eligible customers will receive:

- Home Prime (Wi-Fi 6)

8.2 The router selection is subject to availability and must be made at the time of sign-up. Once the order has been accepted, the selected router cannot be changed unless agreed by Occom.
8.3 The bonus router is a promotional incentive, is subject to availability while stocks last, is not sold separately as part of this Offer, has no cash alternative and cannot be redeemed for account credit or another benefit.
8.4 Occom reserves the right to substitute a promotional router with a router of equivalent or greater specification if the advertised model becomes unavailable.
8.5 Limit one bonus router offer per eligible service.
8.6 Delivery options for the bonus router are:

(a) standard or applicable delivery from $18, with the actual delivery charge determined by the delivery option selected; or
(b) free pickup from an Occom-designated pickup location, subject to availability and collection arrangements.

8.7 The router will be dispatched or made available for collection in accordance with Occom's standard fulfilment process, following receipt of the customer's first monthly service fee.

8.8 The bonus router is provided in connection with the selected contract commitment. If you cancel your service before the end of the contract term, the applicable retail value of the router may become payable on a pro-rata basis for the remaining months of the contract, in addition to any applicable early termination fee, in accordance with the hardware repayment terms disclosed at sign-up.

9. Other Offers and Discounts

9.1 The Offer combines only the six-month introductory discount and the applicable bonus router incentive described in these Terms and Conditions.

9.2 The Offer cannot be combined with other promotional campaign offers, discounts, bundled incentives or credits unless expressly stated by Occom.

9.3 Any permitted combination with another Occom offer, including the Refer-a-Friend offer or Welcome Offer, will be subject to the terms and conditions of that offer.

9.4 Only one campaign introductory discount may be applied per eligible service.

9.5 The Offer may only be used once per eligible service, is not transferable and cannot be redeemed for cash or a refund.

10. Fees and Charges

10.1 The Offer applies only to the monthly plan fee of an Eligible Plan for the first six months and the applicable bonus router incentive.

10.2 All other applicable fees and charges continue to apply, including:

(a) modem and additional hardware charges;
(b) router delivery charges, where applicable;
(c) installation and activation fees, where applicable;
(d) non-standard connection charges;
(e) relocation charges;
(f) late payment fees;
(g) cancellation and early termination fees;
(h) hardware repayment charges, where applicable;
(i) calls, add-ons and additional services; and
(j) any other applicable usage or service charges.

10.3 Any applicable charges will be disclosed in the relevant Critical Information Summary, Key Facts Sheet, sign-up process or applicable service terms.

11. Cancellation, Plan Changes and Relocation

11.1 If you change your plan, disconnect your service or otherwise cease to meet the eligibility requirements during the promotional period, Occom may remove the Offer from the date of the change.

11.2 If you cancel your service before the end of the introductory discount period, any remaining promotional discounts will be forfeited.

11.3 If you cancel before the end of a selected contract term, the applicable early termination fees and any outstanding hardware repayment obligations may apply in accordance with your service agreement.

11.4 You may request to transfer your service to a new address, subject to network and service availability.

11.5 If you relocate to an address where the Eligible Plan is unavailable or the service is connected via an ineligible network, the promotional benefits may cease from the date of the relocation.

11.6 Any remaining contract term and applicable contractual obligations will continue to apply following relocation, subject to Occom's standard terms.

12. Changes to the Offer

12.1 Occom may withdraw, extend or amend the Offer for new applications at any time by updating these Terms and Conditions or ceasing to advertise the Offer.

12.2 Any changes to the Offer will not retrospectively affect orders already accepted by Occom, except where required or permitted by law.

12.3 Occom reserves the right to accept or reject an application at its reasonable discretion, including where:

(a) the service is unavailable at the nominated address;

(b) the order is incomplete or inaccurate;

(c) the customer does not meet Occom's standard eligibility requirements; or

(d) Occom reasonably suspects fraud, misuse or an attempt to obtain the Offer contrary to these Terms.

13. General

13.1 The Offer is subject to service availability, network qualification and applicable access network requirements.

13.2 All standard Occom terms and conditions continue to apply, including Occom's Standard Form of Agreement / Terms and Conditions, Fair Use Policy, Critical Information Summary, Key Facts Sheet and any applicable additional service or hardware policies.

13.3 To the extent permitted by law, Occom is not liable for any delay, failure or inability to provide the Offer caused by matters outside its reasonable control, including third-party network or wholesaler delays.

13.4 Nothing in these Terms and Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or other applicable legislation.

13.5 These Terms and Conditions are governed by the laws applicable in Australia.

OCCOM Pty Ltd