Terms and Conditions

Exetel Mobile Bonus Data Offer

The Offer

1. The Exetel Mobile Bonus Data Offer gives new residential customers and existing Exetel residential customers upgrading to higher value eligible plans, the opportunity to receive bonus data for the first six (6) recharge periods (**Offer**), subject to these Terms and Conditions.
2. This Offer is valid for new orders placed between the 12th of November 2026 and the 3rd of February 2027 (**Offer Period**) and activated before the 17th of February 2027 (**Activation Period**), or until Exetel withdraws the Offer at any time without notice by not advertising it. By applying for the Offer, you agree to be bound by Exetel's Terms, available at **https://exetel.com.au/terms** and these Terms and Conditions. Exetel may change these Terms and Conditions at any time.
3. This Offer is only available on Exetel's Choice 5G, Plus One 5G, Max 5G plan and Ultra 5G plans (**Eligible Plans**).
4. This Offer is not available on our Home Wireless Broadband plans or Mobile Broadband plans.

Your application

5. To be eligible for this Offer, you must:

- be at least 18 years of age with a current Australian residential address;
- be a new residential customer or an existing mobile customer of Exetel who places an order upgrading to higher value Eligible Plans during the Offer Period;
- activate the Eligible Plan during the Activation Period; and
- recharge your Exetel Mobile Voice plan at least 24 hours prior to of the end of your prepaid expiry period in each of the next five consecutive recharges (**Recharge Period**).

6. Exetel may accept or reject your application in its absolute discretion.

How the Offer works

7. The Offer: may only be used once per customer; is non-transferable; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.
8. The Offer is available to new residential customers and existing Exetel residential customers, who are upgrading to an Eligible Plan.
9. Bonus data of double the data on the Eligible Plan that you choose, will be applied within 48 hours of initial activation and within 48 hours of the next five consecutive Recharge Periods. For example, if you select the 130GB plan, you will also get a bonus 130GB.
10. For a duration of six (6) recharges from acceptance of the Offer, you will receive double data at the same price as the Eligible Plan that you choose.
11. Failure to activate your Exetel Mobile Voice plan within the Activation Period will forfeit the right to bonus data for that Recharge Period and the consecutive Recharge Period.
12. Failure to recharge your Exetel Mobile Voice at least 24 hours prior to the end of your prepaid expiry period in each of the next five consecutive Recharge Periods will forfeit the right to the bonus data for that Recharge Period and the consecutive Recharge Period.
13. Moving to an ineligible or lower value plan before the expiration of the sixth Recharge Period will forfeit any bonus data and accrued data bank.
14. Following the six (6) month period, your data allowance will revert to its original amount, unless you decide to upgrade to a higher tier plan, whereby the costs of that higher tier plan will apply.
15. Unused bonus data will rollover into your data bank up to the maximum data bank amount for each Eligible Plan during the Recharge Periods.
16. Bonus data cannot be used outside of Australia.
17. If you decide to disconnect your Exetel Mobile Voice service in less than 30 days or without informing Exetel in writing, then the monthly cost for that period will be applied, or alternatively you can give Exetel 30 days' written notice for disconnecting your Mobile Voice service.
18. The current monthly fee applicable to the service you selected is set out in our Critical Information Summary available at: https://www.exetel.com.au/terms
19. All other charges such as upgrades, additional data packs, other charges for non-standard installation will continue to apply.
20. The Offer is not available in all regions.
21. All products and offers are subject to availability and Exetel reserves the right to change or withdraw offers, products and services at any time.
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