

20% discount Home Voice plan fees – CommBank customers

Plan	Home Voice plan
Minimum monthly charge for first 12 months#	\$8
Minimum monthly charge after first 12 months#	\$9
Additional account fees applicable	Paper Bill Fee: \$3.50 (available on request only) Late Payment Fee: \$10.00
IMPORTANT	This table sets out pricing and additional account fees applicable under this offer only. Please read in conjunction with the Voice over Internet Service Critical Information Summary for your plan.

Promotional pricing only available to eligible customers who use an eligible CommBank online bill payment method. If you cease to use an eligible CommBank online bill payment method, the minimum monthly charge set out in the current [More Voice CIS](#) will apply to your plan.

The offer of 20% off the RRP of a More Home Voice plan is for eligible customers who complete sign up by 28 February 2025 using a CommBank credit or debit card as your online bill payment method. CommBank customers are only entitled to receive a CommBank discount on a maximum of 2 Home Voice services per More account (whether under this offer or any other More Home Voice offer that has been or may become available to you). To maintain the discounts available under this offer, you must continue to pay for your discounted More Home Voice plan with an eligible CommBank online bill payment method (see section 17). This offer is only available to More Home Voice customers who have activated the offer via the More website. This can be done by visiting from a dedicated offer landing page or by activating the CommBank customer toggle on the More Home Voice plans [page](#).

The 12 months is a promotional period that commences from the day that each Home Voice service signed up under this offer is activated (**Promotional Period**). After this Promotional Period the cost of your plan will revert to the Recommended Retail Price (**RRP**) current at that time, subject to an ongoing monthly discount of 10% off the RRP of your plan (**Ongoing Discount**) as long as you use an eligible CommBank online bill payment method. The RRP of the More Home Voice plan is available on the More [website](#) and are subject to change in accordance with More's [terms of service](#).

If you sign up, More will be your service provider for your Home Voice and will handle all technical enquiries, complaints and servicing. The provision of your More service will be subject to More's standard terms of service and policies, available on the More website [here](#).

This offer is subject to the full terms and conditions and eligibility criteria below:

1. The offer provides eligible More Home Voice customers with a discount of 20% off the RRP of a Home Voice plan for 12 months and is valid from 1/03/2024 until 11:59pm AEST on 28/02/25 (**Offer Period**).
2. The offer is only available to customers who meet the following eligibility criteria (**Eligible Customers**):
 - a. You must complete sign up using a CommBank credit or debit card at checkout during the Offer Period;
 - b. You have not exceeded the cap on CommBank discounted services set out in section 9; and
 - c. You must continue to use an eligible CommBank online bill payment method (see section 17) to continue to receive the discounts available under this offer.
3. To be eligible to receive a More Voice plan (and to receive this offer) you must already have a More nbn® plan at the time of purchase, or you must sign up to a More nbn® plan at the same time as purchase a More Voice plan.
4. If your premises is in the nbn® sky muster satellite region or you fall outside of the nbn® footprint this offer will not be available to you.

5. The offer of 20% off plan fees on your More Home Voice plan signed up under this offer will commence from the day your Voice service is activated and will run for 12 months. This is a once off discount to be applied to your first 12 months of Voice plan fees (unless you cancel your service or cease to be an Eligible Customer before the end of the Promotion Period).
6. After the Promotional Period ends, the cost of your plan will revert to the RRP current at that time, subject to an ongoing monthly discount of 10% off RRP as long as you use an eligible CommBank online bill payment method (see section 17).
7. The table above sets out the monthly plan fee for each More Voice plan after the discounts available with this offer have been applied.
8. All discounts available with this offer apply to plan fees only and do not apply to the following:
 - a. Any hardware or softphone licensing charges – if you choose to purchase hardware or softphone licenses rather than bring your own (BYO), you will be charged for the cost of the hardware or softphone licenses at the time of application.
 - b. Any additional services, charges or usage outside of your base monthly plan fee that are charged on a pay-as-you-go basis, including charges for international calls (where enabled on your plan).
9. CommBank customers are only entitled to receive a CommBank discount on a maximum of 2 Voice services per More account. This limit applies regardless of whether you added any services under this More offer, or any other More Voice offer that has been or may become available to you.
10. Subject to section 9, Eligible Customers can add up to 2 Voice services to their account during the Offer Period. Any additional Voice service added during the Offer Period will also receive the 20% off Voice RRP for 12 months and the Ongoing Discount, subject to these terms and conditions.
11. The Promotional Period for any subsequent Voice service validly added to an account under this offer will begin from the day the additional Voice service is activated.
12. This offer is available on a no fixed term contract. You are free to cancel at any time without charge. However, cancelling your service within the Promotional Period forfeits any remaining months of 20% off Voice plan fees. Cancelling your service after the Promotional Period forfeits the Ongoing Discount.
13. If you sign up to a More Voice plan under this offer and subsequently cancel your service at any time, you will not be eligible to receive the offer again.
14. This offer cannot be transferred to another person or party.
15. This offer is not valid in conjunction with any other Voice offer or discount.
16. Should you relocate address within the first 12 months, the offer is transferable to your new address for the remaining portion of the Promotional Period.
17. You must checkout using your CommBank credit or debit card as your online bill payment method to qualify for this offer. To maintain the offer, you must continue to have a CommBank credit or debit card registered as your online bill payment method. Alternatively, after checkout you may change your online bill payment method to a direct debit from a CommBank bank account and remain eligible for this offer. Any other payment method is ineligible under this offer and its use may result in you forfeiting the discount available under it.
18. If you change your online bill payment method to an ineligible payment method at any time during the Promotional Period, you will forfeit the discount for any months that you pay with an ineligible payment method. Access to the offer will be revoked with effect from the month in which you change to an ineligible payment method, with the cost of your plan reverting to the RRP current at that time for so long as you use an ineligible payment method to pay for your applicable More Voice plan.
19. If you lose your discount under this offer in accordance with section 18 but then subsequently revert to an eligible payment method (as outlined in section 17), you will recommence receiving any remaining discounted months available from the date your eligible payment method is reinstated until the expiry of the Promotional Period. However, you will not receive an extension on the Promotional Period for any months forfeited due to use of an ineligible payment method.
20. If you change your online bill payment method to an ineligible payment method at any time after your Promotional Period, you will forfeit the Ongoing Discount in entirety. Access to the offer will be revoked with effect from the following month, with the cost of your plan reverting to the RRP current at that time.
21. The RRP may be changed at any time by giving 30 days written notice. The RRP will be the price shown on the More website for personal Voice services.
22. The discounted services must not be resold and are intended for use by the account holder only.

23. These offer terms and conditions must be read in conjunction with the Voice [Critical Information Summary](#). To the extent of any inconsistencies, these offer terms apply.
24. If you sign up, More will be your service provider for your Voice service and will handle all technical enquiries, complaints and servicing.
25. The provision of your Voice service will be subject to More's standard terms of service and policies, which are available [here](#) on the More website.
26. CommBank reserves the right to withdraw, vary or substitute this offer at any time.

If you have any questions about how this offer may apply to you, please contact us on 1800 733 368.