

6 MONTHS FREE MOBILE OFFER TERMS & CONDITIONS.



EXISTING CUSTOMERS

Effective date 2 May 2024

It's wonderful that you've decided to take up a new offer with Mercury. Here's everything you need to know about the offer. Lots of words, we know, but it's all the important stuff so grab a cup of tea and have a read!

1 THE OFFER

1.1 Get your first 6 months mobile plan free when you add a new mobile plan alongside another service (electricity, gas or broadband) on the same account for a 1 year term.

2 ELIGIBILITY

2.1 This offer is provided by Mercury NZ Limited and is only available to Mercury residential customers who:

- (a) have an eligible energy or broadband plan with Mercury;
- (b) sign up for a new mobile plan with a new mobile number;
- (c) sign up with a mobile number that has not had a mobile offer with Mercury NZ Limited within the last 12 months.

2.2 We are not obliged to provide you with services unless we accept your application. We can decide whether or not to accept any application and credit criteria may apply. This offer is not available in conjunction with any other mobile offers.

2.3 The offer is not transferable or redeemable for cash.

3 CHANGES

3.1 This offer may be subject to change or expiry without prior notice.

4 APPLICATION

4.1 These offer terms and conditions (the "Offer Terms") are in addition to Mercury's General Residential Terms, Electricity & Piped Gas Terms, Phone and Broadband Terms, Mobile Terms, other offer terms, as applicable, and Privacy Policy, which also apply. To the extent of any inconsistency, these Offer Terms will take precedence and apply. Please see our website mercury.co.nz for full details.

5 TERM

5.1 This is a 1 year fixed term contract (the "Term") for your mobile plan.

6 TERM COMMENCEMENT

6.1 The Term starts at the point when your mobile phone service has been connected with Mercury, or at the end of any cooling-off period that applies to you, whichever is later.

7 HOW IT WORKS

7.1 6 Months Free mobile offer only applies to the monthly charge for your chosen mobile plan. It does not apply to other charges such as Add-Ons, Auto Allowances, Additional services or texts/calls outside of what is included with your mobile plan.

7.2 To retain the Offer you must stay on the mobile plan you signed up on, or an upgraded mobile plan, for the Term.

7.3 A mobile number is only eligible to receive the Offer once.

7.4 If you terminate your mobile plan during the first six months of the Term, you will lose any remaining months of your free 6 months. There will be no credits, and an Early Termination Fee applies as set out in clause 11.

7.5 If you terminate your mobile plan after the first 6 months of the Term, an Early Termination Fee applies as set out in clause 11.

8 YOUR MOBILE PLAN AND PRICES

8.1 You'll receive your mobile plan free for the first 6 months of the Term, and pay the rates shown in the table below for the next 6 months of the Term, as determined by your chosen mobile plan.

Eligible Service (All rates in this table are shown after Mercury's \$5 mobile Bundle Discount has been applied.)	Months 1-6	Months 7-12
1.25GB Rollover Data	\$0	\$19
2.5GB Rollover Data	\$0	\$29
4GB Endless Data	\$0	\$39
14GB Endless Data	\$0	\$59
100GB Endless Data	\$0	\$79

8.2 The price for your mobile phone plan applies for the Term.

9 CHANGES TO PRICING

- 9.1 You must retain an energy or broadband service with Mercury to continue to receive the \$5 per month Mobile Bundle discount.
- 9.2 At the end of the Term, plan prices and any discounts may be subject to change. You will be given notice of any changes in accordance with Mercury's General Residential Terms.
- 9.3 If during the Term you move to a different property, you must remain on the same, or upgraded, mobile plan in order to remain eligible.

10 CHANGES TO YOUR MOBILE PHONE PLAN DURING THE TERM

- 10.1 Plan upgrades are permitted during the Term. Upgrading is moving to a mobile plan with a greater mobile usage allowance.
- 10.2 Plan downgrades are not permitted during the Term. Downgrading is moving to a mobile plan with lower mobile usage allowance. Downgrading your mobile plan is deemed to be a termination of your mobile plan.

11 EARLY TERMINATION FEES

11.1 When you sign up to Mercury, we incur costs to provide our services to you. We don't mind paying these if you commit to taking services from us for the Term. On the other hand, if you terminate early, we still have to pay these costs. If you downgrade, terminate or switch mobile phone providers within the Term, you'll need to pay an Early Termination Fee as set out below, based on your mobile plan at the time you downgrade or terminate. An Early Termination Fee is only payable once during the Term.

Eligible Service (All rates in this table are shown after Mercury's \$5 mobile Bundle Discount has been applied.)	Early Termination Fee
1.25GB Rollover Data	\$120
2.5GB Rollover Data	\$180
4GB Endless Data	\$180
14GB Endless Data	\$180
100GB Endless Data	\$240

11.2 If your Agreement with Mercury is terminated under the "Termination" section of Mercury's General Residential Terms and Conditions for your breach (including, for example, for regular non-payment of invoices), the applicable Early Termination Fees for your plan will be payable by you.