

# Refer A Friend T&C

The SpinTel Refer-a-Friend program allows existing customers to receive up to \$5 recurring Credit for referring friends and family to open new accounts with SpinTel.

## Terms and Conditions:

1. To refer friends to SpinTel under this program, you must be an eligible SpinTel customer and maintain good standing with your account throughout the referral process.
2. If you are an eligible customer, you can make referrals after registering for your unique code at [My Account](#).
3. To redeem a referral, the Referee must add your unique code when completing the sign up for a new account. The Referee must not have been a SpinTel customer within the last 90 days, and must open an account at SpinTel and activate at least one nbn or Mobile service from another carrier, and maintain the account in good standing for at least 30 days.
4. Refer-A-Friend rewards are granted on a per-service basis, regardless of the number of services on the account.
5. Referral rewards are paid via credit to your account only, up to the total

value of monthly recurring charges.

6. Referral credits cannot be redeemed for cash or transferred.

7. SpinTel may suspend, change, or cancel this program at any time without notice. SpinTel reserves the right to suspend or terminate any customer's participation in the Refer-A-Friend program for fraud, abuse, misuse, harassment, or other inappropriate or suspicious activity.

8. There is no limit to the number of friends you can refer.

### **Important Note:**

The recurring credit stops when the Referee cancels the service and once it reaches the Referrer's total monthly recurring charges.

**Privacy:** To participate in this program, existing customers must disclose their unique referral code to their friends. SpinTel does not provide existing customers with any information about referred friends, except for the fact that someone they referred has become a customer and that they will, therefore, receive a refer-a-friend credit.

## **Personal Referral (Individual and Business Customers)**

1. Subject to paragraphs 3 and 4 below, where a Referrer provides their

unique Referral Code and a Referee opens a Personal or Business Account, the Referrer will receive a Referral Credit of **\$5** for NBN and **\$1** for mobile service.

Both accounts must have the same service type to qualify for a referral credit; for example, if referring to NBN, the referrer must also have NBN service. The credit will automatically be issued to the Referrer's account once their referee's service is activated.

2. We'll reward you up to the cost of your recurring charges on your account, but you are welcome to refer as many friends and family as you wish.

## Referral Credits - Further Information

3. In circumstances where a friend or family member receives more than one Referral Invitation, the friend or family member must choose only one Active Referral Code to submit to SpinTel. Thereafter, Referral Credit(s) will be paid: to the Referrer associated with the Active Referral Code submitted.

4. Active Referral Codes may be cancelled at SpinTel's discretion where there is suspected abuse of the Refer a Friend program.

5. A Referral Credit may not be used or redeemed by employees of SpinTel or its authorised dealers.

6. A Referral Credit is not transferable, refundable or redeemable for cash.

7. The value of credit amounts may vary from time to time, please check the

SpinTel website regularly for change. <https://www.spintel.net.au/referafriend>

## **8. The refer-a-friend credit will be automatically applied to the referrer's account once the referee's service is activated.**

### **Definitions:**

- Business Account means where a corporation or business entity with either an ACN or ABN enters into a contract with SpinTel, subject to the Standard Form of Agreement.
- Friend means a person with whom the Referrer has an existing personal, business or other relationship AND the Referrer believes the person may be interested in opening an Account.
- Personal Account means where an individual enters into a contract with SpinTel, subject to the Standard Form of Agreement (available at our website).
- Referral Credit means a credit applied to a SpinTel account through the SpinTel Refer a Friend program. The applicable amount of a Referral Credit is set out at the "About Refer a Friend" web page, accessible via <https://www.spintel.net.au/referafriend>.
- Referral Invitation means an email or SMS invitation, sent to a friend or family member by a Referrer using the SpinTel Refer a Friend Service.
- Referral Code is the unique code from the referrer.
- Referral Credit means a credit applied to a SpinTel account through the SpinTel Refer a Friend program. The applicable amount of a

Referral Credit is set out at the "About Refer a Friend" web page, accessible via <https://www.spintel.net.au/referafriend>.

## **Referee means a person who receives a Referral Invitation and who:**

1. is not an existing SpinTel customer and **who hasn't had SpinTel service within the previous 90 days**
2. as a consequence of receiving the Referral Invitation, applies to join SpinTel: no earlier than one working day after the date the Referral Invitation is sent; and no later than 90 days after the Referral Invitation is sent;
3. lives or works within SpinTel's coverage area;
4. following a credit check (if applicable), is connected to at least one Internet of Telephone plan
5. at the time of connecting to SpinTel, or within 7 days thereafter, provides SpinTel with one Active Referral Code; and
6. has not previously made a claim for a Referral Credit.

**Referrer means a SpinTel customer who provides the Referral Code and, at the time of sending the Referral Invitation and when the relevant Referee connects to SpinTel, has at least one active service with SpinTel and has no overdue invoices in relation to any SpinTel account.**

Online URL: <https://articles.spintel.net.au/article/refer-a-friend-t-c.html>

