

Refer a Friend Program (“Program”) Terms and Conditions

- Existing Rocket Mobile customers (“Referrer”) are invited to earn Referral Credits by introducing interested new customers (“Referee”) to sign-up for a Rocket Mobile plan (“Service Plan”).
- The following Program Terms and Conditions shall come into force upon the Referrer and Referee’s participation in this Program. Capitalised terms used in this Program Terms and Conditions have the same meaning as given to them in the General Terms & Conditions.

1. Eligibility

- 1.1 The Referrer’s account must be active and in good credit standing, without any prior suspension.
- 1.2 The Referee must activate their plan after 1 September 2024 (“Program Period”) to qualify for the offer.
- 1.3 Program must only be used for personal, non-commercial purposes and is only available to Referees who have signed up for their Service Plan through the Rocket Mobile Website or Chat and who have not received credit elsewhere..
- 1.4 Program is not available through Rocket Mobile Partner websites or Contact Centres.

2. Referral Credits

- 2.1 The Referrer may receive Referral Credits only if the Referee enters the Referrer’s name, email and phone number via the form linked in [this webpage](#). The Referee must be a new connection.

- 2.2 The Referee will receive a one-off \$20 (inclusive of GST) Referral Credit on their Rocket Mobile account within 7 days after they have paid their first month's invoice in full.
- 2.3 The Referrer will receive a one-off \$20 (inclusive of GST) Referral Credit on their Rocket Mobile account within 7 days after the Referee has paid their first month's invoice in full, provided that the Referrer meets the eligibility criteria set out in Clause 1.
- 2.4 If the Referrer's Rocket Mobile account is suspended or terminated before the Referral Credit is applied to their account, then neither the Referrer nor the Referee will be eligible to receive the Referral Credit.
- 2.5 If the Referee's Rocket Mobile account is suspended or terminated before they pay their first month's invoice in full, then neither the Referee nor the Referrer will be eligible to receive a Referral Credit.
- 2.6 Rocket Mobile reserves the right to reject referrals for any reason and at our sole discretion.
- 2.7 Referral Credits will be awarded to the Referrer if the Referee:
- a) successfully signs up to and activates any Rocket Mobile mobile plan
 - and
 - b) makes timely payment in full within the payment period indicated on the Referee's bill.
- 2.8 There is no cap on the Referral Credits per Referrer, providing the criteria above are met.

2.9 If a Referee has already been awarded Referral Credit, another Referrer cannot claim the offer again with that same Referee's connection. i.e. the Referral Credit can only be claimed once for each new connection. The first eligible Referrer who submits the form mentioned in Clause 2.1 shall receive the Referral Credit.

2.10 Referral Credits are not exchangeable for cash and cannot be transferred to another Rocket Mobile customer account.

2.11 Credits do not stack, offer not applicable if one of the connections has already received account credit via another Program.

2.12 For clarity, Referral Credits will not be awarded to the Referrer if the Referee re-contracts with us after the initial Service Plan.

2.13 Referral Credits will not be awarded to the Referrer if:

- (a) the Referee did not enter the accurate Referrer details during the application process;
- (b) the Referee did not sign up through the Rocket Mobile website or the Rocket Mobile Contact Centre via chat;
- (c) the Referee elects to change their Service Plan to any other plan not under this Program;
- (d) the Referee's account is suspended or terminated for any reason;
- (e) the Referrer's account is suspended for any reason; or
- (f) the Referee elects to recontracts their Service Plan after the initial contract term.

3. General

- 3.1 We shall not be responsible or held liable for any loss or damages of any kind, regardless of the type of claim or legal theory asserted, suffered or incurred by or in connection with (a) participation in the Program; (b) any claim attributable to errors, omissions or other inaccuracies in the Program or any Referral Credits; or (c) the use of any Referral Credits by any person.
- 3.2 We reserve the right to vary these Refer a Friend Program Terms and Conditions at our sole discretion without prior notice. In addition, we reserve the right to suspend or cancel the Refer a Friend Program at our sole discretion without any prior notice. In such an event, we shall not have any liability whatsoever. Our decision on all matters relating to the Program and Referral Credits is final and binding. No correspondence or claims will be entered into about it.
- 3.3 A person who is not a party to these Terms shall have no right under the Contracts Privity Act 1982 to enforce any of these Terms.
- 3.4 Nothing in these Terms gives you the right to use, reproduce, adapt or exploit any of Rocket Mobile's trademarks, copyright, patent, proprietary information, and all other intellectual property rights owned or licensed to Rocket Mobile, whether registered or not, or use any trademark which resembled Rocket Mobile's trademarks so as to likely to cause confusion or deception.
- 3.5 In the event of any inconsistency between these Refer a Friend Program Terms and Conditions and any marketing or Program material relating to Program, these Terms shall prevail.

3.6 These Program Terms and Conditions apply in addition to Rocket Mobile's General Terms & Conditions, Mobile Terms & Conditions and any other applicable Terms and Conditions.

3.7 The Refer a Friend Program is owned and operated by Rocket Mobile.