

Flip NBN: Cathay Member Rewards

Terms and Conditions

Welcome to the Flip & Cathay partnership. These Terms and Conditions outline how eligible Cathay members can earn Asia Miles when using an eligible Flip NBN or Mobile service.

By participating in the program, you agree to the following terms.

1. Eligibility

- **Cathay Membership:** The program is available to active Cathay members who provide a valid Cathay membership number when signing up for an eligible Flip service.
- **New Customers:** New customers are eligible for the promotional pricing and offers currently advertised by Flip, subject to the eligibility requirements and promotional terms displayed on the Flip website at the time of sign-up.
- **Existing Customers:** Existing eligible Flip customers may earn Asia Miles on eligible recurring plan charges where a valid Cathay membership number has been provided and linked to their Flip account. Existing customers are not automatically eligible for new-customer promotional pricing.
- **Account Standing:** To remain eligible to earn Asia Miles, the Flip account must remain active and in good standing and comply with Flip's Standard Terms and Conditions and Fair Use Policy.

2. Asia Miles Rewards

- **Earning Rate:** Eligible Cathay members earn **1 Asia Mile for every \$1 AUD spent** on eligible recurring Flip plan charges.
- **Ongoing Earning:** Members can continue earning Asia Miles for as long as their eligible Flip service remains active and their account is in good standing.

- **Plan Changes:** Changing between eligible Flip plans does not prevent future Asia Miles from being earned, provided the account and service continue to meet the program eligibility requirements.
- **Eligible Charges:** Asia Miles are earned on recurring monthly plan charges only. One-time fees, late payment fees, hardware purchases and third-party charges do not earn Asia Miles.
- **Data Consent:** By providing a Cathay membership number, you consent to Flip sharing the information reasonably required with Cathay for the purpose of validating your membership and crediting Asia Miles.

3. Crediting of Asia Miles

- **Earning Rate:** Members earn 1 Asia Mile for every \$1 AUD spent on eligible recurring plan charges.
- **Crediting Timeline:** Asia Miles will generally be credited to the member's Cathay account within **30 working days** after the relevant billing period ends.
- **Membership Number:** Asia Miles will be credited to the Cathay membership number registered with Flip.
- **Missing Membership Number:** A valid Cathay membership number must be provided and successfully linked to the Flip account for Asia Miles to be earned. Asia Miles cannot be retrospectively credited for periods where no valid membership number was linked to the account.
- **Account Status:** Accounts that are cancelled, suspended or not in good standing may not be eligible to earn Asia Miles for the affected billing period.

4. Flip Plans and Promotional Pricing

- **Standard Flip Offers:** Cathay members have access to the same eligible plans, promotional pricing and offers made available by Flip through its website.
- **Offer Eligibility:** Promotional pricing may be limited to new customers, selected plans or other eligibility criteria as specified by Flip at the time of sign-up.

- **Offer Changes:** Plans, prices, promotional periods and discounts may change from time to time. The applicable offer will be the offer displayed and agreed to at the time the customer signs up.
- **Cathay Member Benefit:** Asia Miles earning is an additional member benefit associated with eligible Flip services and does not create a separate or exclusive Cathay promotional price.
- **Applicable Plans and Current Offers:** Current plans and offers are available at:
<https://flipconnect.com.au/cathay>

Unless expressly stated otherwise, promotional offers cannot be combined with other dealer, partner, reward or promotional offers.

5. Billing and Payment

- **Payment Methods:** Flip plans are available via direct debit from a nominated bank account or eligible credit or debit card.
- **Month-to-Month Service:** Eligible Flip services are provided on a month-to-month basis unless otherwise specified. Charges already billed are non-refundable except where required by law or under Flip's applicable terms.
- **Pro-Rata Billing:** The first bill may include pro-rata charges from the service activation date to the end of the billing period, together with charges billed in advance for the following billing period.

6. Program Changes and Termination

- **Non-Transferable:** Asia Miles and any promotional benefits are non-transferable, non-exchangeable and cannot be redeemed for cash through Flip.
- **Combination Restrictions:** Unless expressly stated otherwise, the Cathay member rewards program cannot be combined with other dealer or rewards programs.

- **Program Changes:** Flip reserves the right to modify, suspend or discontinue the Cathay member rewards program, including the Asia Miles earning rate, eligible plans or these Terms and Conditions, subject to applicable law.
- **Promotional Changes:** Flip may amend or withdraw promotional pricing and offers available through its website from time to time. Changes will not affect a customer's existing promotional pricing during an agreed promotional period unless otherwise permitted under the applicable offer terms or by law.

7. Liability and Technical Requirements

- **Power Outages:** During a power failure, NBN phone services using VoIP may not operate and emergency calls to 000 may not be available through the service.
- **Equipment Compatibility:** Customers are responsible for confirming that equipment such as medical alarms, security alarms, fax machines or other analogue devices is compatible with their NBN service.
- **Asia Miles Processing:** Flip will take reasonable steps to correctly report eligible transactions to Cathay. Delays or errors caused by incorrect membership information, system issues or circumstances outside Flip's reasonable control may affect the timing of Asia Miles being credited.

8. Quick Reference

Benefit	Detail
Asia Miles earn rate	1 Asia Mile per \$1 AUD spent on eligible recurring plan charges
When Miles are credited	Generally within 30 working days after each billing period
How long you can earn	For as long as the eligible Flip service remains active and the account is in good standing

Flip promotional pricing	The same eligible offers currently available through the Flip website
Who can earn Asia Miles	Eligible Cathay members with a valid membership number linked to their Flip account
Existing Flip customers	May earn Asia Miles on eligible charges but are not automatically eligible for new-customer promotional offers
Missing membership number	Miles cannot be retrospectively credited for periods before a valid membership number was linked

Questions?

For enquiries regarding your Flip service or Asia Miles rewards, please contact Flip Customer Service on **1300 354 788** or email **enquiries@flipconnect.com.au**.