

How the NordVPN offer works

NordVPN comes free with your Flip Internet. Here's what you get, what it costs, and the one thing to remember if you ever leave us.

What you get	NordVPN Standard, on up to 10 devices.
What it costs	\$0 while you're a Flip Internet customer.
If you leave Flip	Your NordVPN keeps running and we start charging \$15 a month — unless you cancel it. We'll always tell you before the first charge.
How to cancel	In the NordVPN app. Call us on 1300 354 788 if that doesn't work.
Who runs the VPN	NordVPN, not Flip. We set you up and handle billing; they run the service.
When do I get it	Your license is available once your Flip internet service is activated

What you get

A NordVPN Standard subscription at no extra cost, for as long as you're with Flip Home Internet. It covers up to 10 devices and includes encrypted internet access, privacy protection, ad and tracker blocking, malware and scam protection, a kill switch, and NordVPN's no-logs privacy protection.

NordVPN provides those features and can change them over time. What's not included: hardware, devices, your internet access or data usage, and any NordVPN premium products or add-ons.

The subscription is yours personally — it can't be sold, transferred, swapped or cashed in, and it can't be combined with another promotion unless we agree in writing. It's one per Flip account, household or address.

Who can get it

You can activate NordVPN if you:

- are 18 or over, and either the account holder or someone authorised to act for them
- have an active Flip Internet service that's connected, not cancelled, and paid up to date
- are on an eligible active Flip Internet plan
- activate during the offer period, following the steps we send you

New and existing customers are both welcome. We may check eligibility before or after you activate — if you don't meet the requirements, or stop meeting them, we may decline the activation or end the subscription.

Switching it on

Use the link and code we send you. You'll create a NordVPN account (or sign in to one you already have) and accept NordVPN's terms. You're up and running once NordVPN confirms the subscription is on your account.

Keep your link and code to yourself — please don't sell, share or publish them. If a code gets shared or is obtained improperly we'll cancel it, and where we can, issue a replacement to whoever's entitled to it. To be eligible for this offer, you must use the same email address that is registered to your Flip account.

You'll need a device and connection that meet NordVPN's requirements, and normal data charges still apply. If activation doesn't work, get in touch — we'll help with anything to do with eligibility or your code, and NordVPN can help with anything technical.

What it costs

Nothing, while you hold an active Flip Internet service that's connected and paid up to date.

What happens if you leave Flip

If you cancel your Flip Internet, move to another provider, or otherwise stop being a Flip internet customer, your NordVPN doesn't just stop. It carries on as its own subscription and we start charging you **\$15 a month** — unless you cancel it.

Before the first payment we'll send you a notice with the amount, how to cancel, and what happens if you do nothing. We won't charge earlier than that date.

After that it's billed monthly in advance, using the payment details we already hold for your Flip account. If you cancel partway through a month you've already paid for, we don't refund part-months — but your NordVPN keeps working until that month runs out.

Come back to Flip later? Your NordVPN doesn't automatically go back to free. Just let us know and we'll check whether you're eligible again.

How to cancel

Cancel inside the NordVPN app, either on your phone or on desktop. That's the one method that reliably stops the billing. It takes effect at the end of your current billing month, unless the app confirms an earlier date.

Things that **don't** cancel it: deleting the app, simply not using the VPN, cancelling a payment authority, or contacting NordVPN's support team.

If the in-app cancellation isn't there, or it doesn't work, call us on **1300 354 788** and we'll cancel it another way. You won't be stuck paying for something you've genuinely tried to cancel.

Cancelling NordVPN doesn't affect your Flip internet.

A few things worth knowing about VPNs

A VPN routes your traffic through another server, which is great for privacy but has some practical side effects:

- It can slow your connection down and add latency.
- Some websites, streaming services, banks, workplaces and countries block or restrict VPN use. We can't guarantee NordVPN will get around geographic or network restrictions.
- It's not a replacement for sensible online habits, device security, antivirus software or backups. No technology removes every privacy or security risk.

NordVPN runs the service — the software, the servers, the security, the updates and the technical support. We can't promise it'll be uninterrupted, error-free, or compatible with every device. If something's not working, NordVPN's support team is the right place to start.

What we share with NordVPN

To activate and manage your NordVPN service, we'll share your email address with NordVPN. NordVPN may also collect and process information about your use of the service, including outside Australia, in accordance with its privacy policy. We encourage you to review NordVPN's privacy policy before activating your service. If you'd like to access or enquire about information held by NordVPN, please contact NordVPN directly.

Everything we hold is covered by our privacy policy at www.flipconnect.com.au/privacy-policy

When we might end the offer

We'll end your NordVPN subscription if you stop being eligible, breach these conditions or NordVPN's terms and don't fix it after we ask, give us false or misleading information, or use the offer fraudulently — for example selling activation codes or trying to claim it multiple times. If your account goes into bad debt we'll cancel it too.

Where we can, we'll give you notice and a chance to respond first. We'll act straight away only where we need to stop fraud, illegal activity or a security risk.

NordVPN is a free extra, not part of your Flip plan. We may change, pause, replace or withdraw the offer at any time and for any reason, including who's eligible, what's included, and whether it continues at all. If you're getting it free, we can end it at any time — you won't be charged anything and there's nothing you need to do.

If you're paying for NordVPN because you've left Flip, we'll give you at least 30 days' notice before we change the price or stop the service, unless we have to act sooner because of fraud, non-payment, a security risk, or NordVPN withdrawing the service. You can cancel at any time, and we'll refund anything you've paid in advance for a period you don't get.

NordVPN can also change its own service and terms independently of us..

Questions, complaints, or need a hand?

Talk to us about anything to do with eligibility, activation, billing or cancelling. If it's about how the VPN itself works, NordVPN's support team is the place to go — we'll help point you in the right direction.

Flip	1300 354 788 www.flipconnect.com.au/contact-us
NordVPN technical support	support.nordvpn.com or via live chat in app

The offer at a glance

Item	Details
Offer period	Starts October 1 st 2026, runs until withdrawn
Eligible plans	All eligible Flip Internet plans
Who can get it	New and existing customers
Subscription	NordVPN Standard, up to 10 devices, month to month
Cost with Flip internet	\$0 per month
Cost after you leave	\$15 per month, billed monthly, no part-month refunds
How to cancel	In the NordVPN app, or call us on 1300 354 788
Offered by	Flip Services Pty Ltd, ABN 78 600 712 230

These conditions apply to the NordVPN offer and sit alongside your Flip Home Internet terms. By activating NordVPN you're agreeing to them, and to NordVPN's own terms and privacy policy.