

Contact Fourth Trimester add-on terms and conditions

1. The Fourth Trimester offer (**Fourth Trimester**) is an add-on to a plan which provides three months of free energy (excluding bottled LPG) and energy related service fees to eligible customers in the form of bill credits taking the relevant charges to zero for three consecutive monthly bills. It does not include any broadband charges or outstanding debt and is limited to 1,000 customers and will be allocated on a first in first served basis. The free energy will apply to both estimated and actual bills and no credit will be given for any estimated read which is subsequently adjusted.
2. Because the free energy will be based off your standard billing cycle, you may receive more or less than 90 days' worth of free energy. Where you receive less than 90 days, we will apply a further credit on your bill following the end of the Fourth Trimester which will be based on your average daily usage.
3. The Fourth Trimester is available to existing eligible residential Contact customers at their primary residence (i.e. excluding secondary properties such as a bach) where there is a new born baby residing in, or about to be residing in, that primary residence.
4. To be eligible for the Fourth Trimester:
 - a. you must be on a Contact residential plan (excluding Bach plan) at the time you sign up to the Fourth Trimester;
 - b. your account must be up to date at the time you sign up to the Fourth Trimester. For the purposes of this offer, an up to date account is any account that has not been sent a second credit reminder letter at the point of signing up to the Fourth Trimester;
 - c. you must provide us a valid, and actively used, email address that belongs to you and opt in to receive email correspondence from us. You must ensure that this email address is correct and kept up to date at all times;
 - d. the new-born baby must either:
 - i. be due within three months of signing up to the Fourth Trimester; or
 - ii. if already born, be no older than three months old at the time of signing up to the Fourth Trimester;
 - e. you must provide proof of clause 4.d above in a form acceptable to Contact as advised at the time of sign up; and
 - f. you must be on a monthly billing cycle meaning that you cannot be on weekly or fortnightly billing for the duration of the Fourth Trimester.
5. The Fourth Trimester is not available to PrePay, ControlPay, SmoothPay, weekly or fortnightly billing, collective or multisite billing and summary accounts.
6. The Fourth Trimester will start:
 - a. for a new-born due within three months of signing up to the Fourth Trimester, on your next full billing cycle following the advised due date of that new-born baby;
 - b. for a new-born already born, on your next full billing cycle following the Fourth Trimester being applied to your account.

7. The account holder does not need to be the new-born baby's biological parent though the new-born baby must be predominantly residing at the account holder's primary residence for the duration of the Fourth Trimester. Please note, one offer per new-born baby and per household. If you are on the Fourth Trimester, you cannot receive another Fourth Trimester within 12 months of the current Fourth Trimester ending.
8. These terms and conditions should be read alongside any other terms and conditions that apply to your services with Contact (for example, individual plan terms and conditions and our general terms and conditions for residential and business customers). If there are any inconsistencies between these terms and conditions and any other terms and conditions that apply to your services with Contact, these terms and conditions will prevail.
9. Because the Fourth Trimester is an add on to your existing Contact plan, the individual plan that you're on will operate as usual including when the Fourth Trimester ends. If you leave Contact or move house during the Fourth Trimester, the Fourth Trimester will cease to apply and no credit or refund will be given for any remaining period of the Fourth Trimester.