

STACK ON REWARDS TERMS & CONDITIONS

For the purposes of these Stack On Rewards Terms and Conditions ("**Terms and Conditions**"), the terms "On by EnergyAustralia", "On by EA", "we," "us," and "our" refer to EnergyAustralia Pty Ltd (ABN 99 086 014 968) (trading as On by EnergyAustralia or On by EA). The terms "you," and "your" apply to you as a Stack On Rewards customer; the term "account" refers to your Stack On Rewards account; and the term "Rewards" refers to your Stack On Rewards.

By signing up to any eligible Stack On Product you agree that these Terms and Conditions.

Definitions

"Confirmation Email" means an email from the On by EnergyAustralia team confirming when you've added a second or subsequent Stack On Product and started earning the corresponding Stack On Rewards.

"Self Service Portal" means the customer portal, accessible by login via the Website, consisting of self-service and self-help functions.

"Stack On Bill" means the bill issued for On by EnergyAustralia in respect of the Stack On Products you have signed up to.

"Stack On Customer" means a customer of one or more Stack On Products.

"Stack On Product" means a product or plan listed on the Website from time to time as forming part of the "Stack On" product suite.

"Stack On Rewards" means the rewards that may be earned and redeemed by Stack On Customers in accordance with these Terms and Conditions.

"Stack On Rewards Account" means your Stack On Rewards account that you can view via the Self Service Portal.

"Terms and Conditions" means these terms and conditions as amended from time to time and available from the Website.

"Website" means <https://www.experienceon.com.au/stack-on>

1. What are Stack On Rewards?

Stack On Rewards are rewards that Stack On Customers earn when they sign up to two or more Stack On Products.

2. Eligibility

To be eligible for Stack On Rewards, you must be a Stack On Customer who has signed up to two or more Stack On Products.

3. Earning Rewards

You will earn Stack on Rewards when you sign up to two or more Stack On Products. The amount of Stack On Rewards you earn depends on the Stack On Products you have signed up to. The applicable Stack On Rewards amount for each Stack On Product is as specified on the Website at the time of you sign up. This will be set out in your Confirmation Email and is also viewable in the Self Service Portal. We may, from time to time, change the amount of Stack On Rewards earned for each Stack On Product in accordance with clause 7.

To earn rewards in any given month, you must have had two or more Stack On Products active in that month. For any telecommunications Stack On Products, these will be deemed 'active'

upon payment of your first monthly instalment on sign up. If you're adding the Stack On Electricity Plan, this will be deemed active on the Supply Start Date as defined in your Stack On Electricity Plan Terms and Conditions.

Once earned, your Stack On Rewards will appear in your Stack On Rewards Account and will be applied to your next Stack On Bill, or may be redeemed as a cash back to your nominated bank account in accordance with clause 5.

You cannot transfer, sell or give your Stack On Rewards to any other person.

4. How can I use my Rewards?

Stack On Rewards are able to be applied to your Stack On Bills or redeemed as a cash back to your nominated bank account, subject to the terms set out in clause 5.

All Stack On Rewards sitting in your Stack On Rewards Account on the first day of the month will be automatically applied as a credit to your next Stack On Bill. If you wish to redeem your Stack On Rewards as a cash back, you will need to redeem them in accordance with clause 5 prior to the first day of the upcoming month.

5. Cash Back

If you would prefer not to have your Stack On Rewards applied as a credit to your Stack On Bill, you have the option of redeeming some or all of your Stack On Rewards as a cash back to your nominated bank account.

To be eligible for cash back of your Stack On Rewards your Stack On Rewards Account must have a value greater than or equal to A\$5.01 and you must redeem an amount not less than A\$5.00.

To redeem your Stack On Rewards as a cash back, you must be logged into your Stack On Rewards Account. You may elect to redeem some or all of your Stack On Rewards as a cash back, whatever remains in your Stack On Rewards Account on the first day of the following month will be automatically applied to your next Stack On Bill.

You must nominate a bank account to be used by us to credit cash back amounts. It is your responsibility to notify us of any change to your nominated account for the payment of cash back Stack On Rewards.

6. Cancellation of Rewards

We may, in our sole discretion, cancel Stack On Rewards, or make adjustments to your Stack On Rewards Account if you cancel or cool off from a Stack On Product such that the Stack On Product in question was not active in the relevant month, even if this results in a negative balance in your Stack On Rewards Account. We reserve the right to cancel Stack On Rewards and to bar further Stack On Rewards to you, if we believe, in our sole discretion, that you are abusing or have abused the Stack On Rewards program, including, without limitation, by engaging in a pattern of signing up to Stack On Products and cancelling the product after the corresponding Stack On Reward have been earned; by creating or attempting to create or participating in any market in Stack On Rewards; by promoting or encouraging abusive behaviour by other Stack On Customers or users of the Website; by engaging in or accepting any broad-based solicitation of Stack On Rewards; or by engaging in any other abusive, illegal or fraudulent activity related to the Stack On Rewards program. The examples of unacceptable and prohibited conduct or use of the Stack On Rewards program outlined above and are not meant to be exhaustive or exclusive.

7. Amendment, Suspension or Termination

Stack On Rewards are offered to you as part of a 12-month trial. On by EnergyAustralia reserves the right to end the trial early with at least 20 days' notice.

We reserve the right to change the amount of Stack On Rewards earned in respect of any Stack On Product from time to time. If we make a change affecting a Stack On Product that you are currently signed up to, we will notify you in writing and will provide at least 30 days' notice in the event of any change that results in a decrease in rewards. A change in the amount of Stack On Rewards earned in respect of a Stack On Product will not affect any Stack On Rewards earned prior to such change taking effect.

We may amend these Terms and Conditions from time to time. We will provide you with at least 30 days' written notice in the event of any material change that detrimentally affects your rights under these Terms and Conditions. Any amendment to these Terms and Conditions will be available from the Website and will be effective upon being posted on the Website. Your continued use of any Stack On Products after such posting, or after the expiry of the notice period (whichever is longer), constitutes your consent to be bound by these Terms and Conditions, as amended.

If trial is terminated by us, all Stack On Rewards in your Stack On Rewards Account balance as at the date of termination will be applied as a credit to your final Stack On Bill or credited to you as a direct credit to your nominated bank account, or the credit card account associated with you Stack On Bill, within a reasonable time of termination.

8. Currency of Rewards

All Stack On Rewards will be credited to your Stack On Rewards account in Australian Dollars.

9. Use of Information

We collect personal information from you when you become a Stack On Customer, including your name, contact details, date of birth and debit or credit card details. If you redeem your Stack On Rewards as a cash back, we will collect you bank account details.

You authorise us to collect and use your personal information for the purposes of allocating and administering Stack On Rewards, to sell and promote products and services to you, for market research, data analysis, and business improvement. We may disclose your personal information (a) to our service providers and agents to assist us in carrying on our business and operating the Stack On Rewards program; (b) to our related bodies corporate; (c) to regulators and to comply with the law and (d) otherwise in accordance with the terms of our Privacy Policy.

The [EnergyAustralia Privacy Policy](#) forms part of these Terms and Conditions. It describes how we collect, use, store and disclose your personal information. It is available from the Website.