Crazytel.com.au

Refer a Friend Terms

Tell a friend about Crazytel and get account credit when they join and stay. These terms explain how it works, what you can earn and the rules that keep it fair.

Free call 1800 272 998 | **My Account helpdesk** | **crazytel.com.au**

$50

NBN or 5G Mobile

When your friend joins any Crazytel NBN plan or a Crazytel 5G Mobile plan and stays 2 months.

$20

Voice or CrazyPBX

When your friend joins Cray Cray Home, Crackers, Crazy 5, Unhinged, or CrazyPBX Business or Insane and stays 2 months.

No limit

Refer as many as you like

There's no cap on how many friends you refer or how much credit you earn.

How it works

1	**Share your link or account number** Copy your personal signup link from the Refer a Friend page in My Account, or give your friend your Crazytel account number.	Any time
2	**Your friend signs up online** They use your link, or type your account number into the "Friend's account number" box when they sign up.	At signup
3	**They start and keep a qualifying plan** They start a qualifying plan within 90 days of opening their account, keep it for 2 full calendar months and pay their first 2 monthly charges.	2 months
4	**We add credit to your account** Your $50 or $20 credit is added to your Crazytel account balance automatically, and we'll email you when it's done.	Once they qualify

The rewards

Reward	Your friend's qualifying service
$50.00 account credit	Any Crazytel NBN plan (every speed tier, including CrazyNBN, SuperCrazy and PrePaid NBN plans), or a Crazytel 5G Mobile plan (20GB, 50GB or 100GB Crazy 5G).

Reward	Your friend's qualifying service
$20.00 account credit	Cray Cray Home, Crackers or Crazy 5, the Unhinged SIP trunk plan, or a CrazyPBX Business ($15 per extension) or CrazyPBX Insane ($20 per extension) plan with at least one active extension.
Not qualifying	Data-only SIMs, add-ons such as a static IP address or enhanced service levels, CrazyPBX P.A.Y.G and Everyday plans, phone numbers, call credit and hardware.

Terms and conditions

The program

1. The Refer a Friend program ("program") is run by Crazytel (Crazy Telecommunication), ABN 66 629 066 771 ("we", "us"). In these terms, "you" means the existing Crazytel customer who makes the referral, and "your friend" means the new customer you refer.
2. Your referral code is your Crazytel account number. You can share it directly or through your personal signup link, which is shown in My Account.
3. Your friend must sign up online and give your account number at signup, either through your link or by entering it in the "Friend's account number" box. If they forget, they can contact us within 90 days of signing up and we may add it for them after checking the details.

Earning a reward

4. You earn a $50.00 account credit when your friend connects a Crazytel NBN plan or a Crazytel 5G Mobile plan, or a $20.00 account credit when your friend takes up one of the voice, SIP trunk or CrazyPBX plans listed in the rewards table above.
5. To qualify, your friend must:
    - be a new Crazytel customer opening their first Crazytel account;
    - start the qualifying service within 90 days of their account being opened;
    - keep the qualifying service active for at least 2 full calendar months; and
    - have paid their first 2 monthly charges for that service, with their account balance at $0.00 or more and the service not suspended for non-payment.
6. Changing between qualifying plans in the same reward level (for example, from Cray Cray Home to Crackers, or between NBN speed tiers) without a break does not restart the 2 months.
7. Only one reward is paid for each friend's account. If your friend has more than one qualifying service, you receive the higher reward once. While your friend has an NBN or 5G Mobile service active or still being connected, we hold any $20 reward so that you receive the $50 reward instead if that service qualifies.
8. There is no limit on how many friends you can refer or how much credit you can earn.

When and how you're credited

9. We add the credit to your Crazytel prepaid account balance automatically once your friend qualifies. This usually happens within a few days, and no later than the end of the calendar month after the month in which your friend qualifies.
10. When we add the credit, your account must be active, open and in good standing, with a balance of $0.00 or more. If it isn't, we may hold the credit until it is, or cancel it if your account is closed.
11. The reward is a promotional account credit, not a payment of money. It:
    - can only be used towards Crazytel service charges, and can't be used to buy hardware such as modems, routers, handsets or phones;

- can't be transferred to another person, party or Crazytel account, including by an account-to-account fund transfer;
- can't be exchanged or redeemed for cash; and
- isn't refunded when an account closes. Money you have paid into your account is still covered by our **Refund Policy**.

Who can take part

12. The program is open to active Crazytel retail customers on residential, business, charity and government accounts. Wholesale, carrier and Channel Partner accounts can't take part.
13. The program can't be combined with a Channel Partner signup. If your friend signs up through a Channel Partner, the referral doesn't apply. It also can't be combined with wholesale or custom rate arrangements, or with other signup offers unless we say otherwise.
14. Your account must have been opened before your friend signed up.

Playing fair

15. You can't refer yourself. This includes opening a new or replacement account for yourself, your household or a business you control, or for a service at the same premises or under the same identity as an existing or recently closed Crazytel account.
16. You must tell the person you refer that you will receive an account credit from us if they qualify.
17. You must not advertise or publicly post your referral link or account number, including on coupon, deal, cashback, forum or review websites or in paid advertising, and you must not send unsolicited messages (spam). Referral credits earned from publicly posted codes will be cancelled.
18. We check referrals for signs of self-referral and misuse, and may pause a referral while we review it. We may refuse, cancel or reverse a credit, and may remove you from the program, if we reasonably believe there has been fraud, self-referral, gaming of the program, or a breach of these terms, our **Fair Use Policy** or our **Standard Form of Agreement**.

Changes to the program

19. We may change or end the program at any time by updating these terms on our website. Referrals where your friend has already signed up will be honoured under the terms that applied when they signed up, as long as they go on to qualify.
20. If there's a conflict between these terms and any advertising for the program, these terms apply. Nothing in these terms limits your rights under the Australian Consumer Law.

Your privacy

21. Sharing your referral link or account number tells the people you share it with your Crazytel account number. Share it only with people you know.
22. We never tell you anything about the person you referred, such as their name, contact details, address, account number or the services they have. You'll only see general progress, such as whether a referral is still qualifying and when your credit was added. We handle personal information in line with the Privacy Act 1988 (Cth) and our **Privacy Policy**.

Still need a hand?

Call us free on **1800 272 998** or raise a ticket from the helpdesk in My Account. If something isn't right, our **Complaint Policy** explains how we'll fix it.

Crazytel (Crazy Telecommunication), ABN 66 629 066 771, PO Box 3444, South Brisbane QLD 4101. Refer a Friend Terms and Conditions, Version 1.1. Effective 21 November 2026. Next review November 2027. The current version is always at **crazytel.com.au/legal/documents/downloads/Refer-a-Friend-Terms-and-Conditions.pdf**.