

TERTIARY STUDENT CONCESSION AND NEON PROMOTION PARTICIPATION AGREEMENT – AT CUSTOMER TERMS AND CONDITIONS ('PROMOTION TERMS')

Introduction

Auckland Transport ("AT") has partnered with Sky Network Television Limited ("Sky"), the provider of Neon, to offer eligible tertiary students the chance to win one of 10,000 Neon Basic two-month subscriptions ("Discounted Neon Subscription"). The Promotion aims to encourage eligible customers to activate and use the Tertiary Student Concession on their AT HOP card when travelling on Auckland public transport. These Terms and Conditions ("Promotion Terms") outline how the Promotion works and how customers are entered. By meeting the eligibility criteria, customers agree to these Promotion Terms.

Promotion Terms

1. Eligible AT HOP cardholders may receive two months at no cost when you sign up to a Neon Basic subscription, issued via a unique Promotion Code,
2. This Promotion is limited to 10,000 winners, selected through two random draws.
3. The Promotion period ends 22 March 2026.
4. **Eligibility:** A customer is eligible for automatic entry into the Promotion if they:
 - a. Hold a Registered AT HOP Card in their own name.
 - b. Have a Tertiary Student Concession activated on their AT HOP Card before 22 March 2026.
 - c. Tag on to any AT bus, train, or ferry at least once before 22 March 2026 using their activated concession.
 - d. Are a resident of the Auckland Council region.
 - e. Do not have an active Neon subscription unless their subscription will expire before redeeming the Promotion Code.
 - f. Are not an employee or immediate family member of AT.
 - g. Only customers who meet all eligibility criteria will be automatically entered ("Eligible Entrants")
5. **How to Enter (Automatic Entry):** There is no opt-in, sign-up form, or entry action required. A customer is automatically entered into the draw when they:
 - a. Apply for the Tertiary Student Concession
 - b. Upload a photo via AT Mobile (if required)
 - c. Wait for AT to activate the concession
 - d. Tag on to an AT bus, train, or ferry at least once before 22 March 2026
 - e. Customers who already have an active Tertiary Student Concession will be automatically entered into the competition by tagging on at least once before 22 March 2026

6. **Draw Process:** AT will conduct two random draws. To maximise actual redemptions, AT may over-draw provisional winners within each draw (i.e., select more provisional winners than the number of remaining unredeemed codes).
 - a. Round 1 Draw: 27 March 2026
 - i. Eligible customers are drawn at random
 - ii. Winners will be emailed their Promotion Code and redemption instructions.
 - iii. Codes must be redeemed by 19 April 2026.
 - b. Round 2 Draw: 20 April 2026
 - i. Used only if: Unredeemed codes remain, cannot be contacted, or are identified as ineligible.
 - ii. Winners will be emailed their Promotion Code and redemption instructions.
 - iii. Codes must be redeemed by 13 May 2026.
 - c. No further draws will take place.
 - d. Separate from the prize draw, AT may, at its sole discretion, provide additional value-add redemption codes to entrants after the two draws should demand exceed the limit
 - e. These goodwill codes are not prizes, are not guaranteed, do not form part of the stated prize pool or odds, and may be subject to separate availability windows and restrictions.
7. **Notification & Redemption:** Winners will be notified via the email address associated with their AT HOP account. AT is not responsible for missed emails due to spam filters, incorrect contact information, full inboxes, or technical issues. To redeem their two-month Neon Basic subscription, customers must:
 - a. Agree to Sky/Neon's terms and conditions
 - b. Provide valid payment information (credit card)
 - c. Follow the instructions provided at the time of redemption
 - d. If a customer does not redeem their code by the deadline, the prize is forfeited.
8. **Prizes:** Each winner receives one (1) Neon Basic two-month subscription. Winners will receive a unique Promotion Code and a URL for redemption. Promotion Codes are not transferable, not redeemable for cash, and cannot be exchanged.
9. Where the Promotion is made available on a social media platform e.g. Facebook, the Promotion is in no way sponsored, endorsed, administered by, or associated with the social media platform. The entrant provides their information to the Promoter and not to the social media platform provider. The entrant completely releases the relevant social media platform provider from any liability in relation to the Promotion.
10. To the extent permitted by law, AT and its associated agencies are not liable in any way (including, without limitation, in negligence) for any loss, damage or injury (including indirect

and consequential loss) suffered or sustained in connection with participation in this Promotion or the use of the Prize.

11. Nothing in these terms is intended to exclude, restrict or modify a consumer's rights under the Consumer Guarantees Act 1993.
12. AT, in its sole discretion, reserves the right to cancel or modify the Promotion or any part of it if fraud, technical failures or any other factor beyond AT's reasonable control adversely affects AT's ability to conduct the Promotion or part of it as contemplated in these terms. Any cancellation or modification to The Promotion will be notified on AT's website.
13. AT takes no responsibility for lost, damaged, misdirected, late, illegible or incomplete registrations or entries, incorrect or inaccurate transcription of entry information, or for any human error, technical malfunctions, lost/delayed data transmission, omission, interruption, deletion, defect, line failures, failures of computer equipment or software, inability to access telecommunications network services, corruption of any format holding an entry, failure of the winner to collect the Prize or any other error or malfunction.
14. AT's decision on all matters relating to this promotion are final and no correspondence will be entered into.
15. AT receives and holds personal information in accordance with its Customer Privacy Policy which can be found on the AT website. All personal information provided by entrants will be held by AT and will be used to conduct the Promotion in accordance with these terms. Under the Privacy Act 1993 entrants have the right to access and correct their personal information.
16. Acceptance of Terms: By meeting the eligibility requirements and tagging on before 22 March 2026, customers agree to these Promotion Terms.

Frequently Asked Questions (FAQs)

NEON Basic 2-Month Subscription Promotion

What is the offer?

AT and NEON are giving away 10,000 NEON Basic two-month subscriptions to eligible tertiary concession customers who tag on before 22 March 2026.

Who is eligible / how do I enter?

All customers who:

- Have an activated Tertiary Student Concession, and
- Tag on with their registered AT HOP card at least once before 22 March 2026

are automatically entered.

When are winners drawn?

- Round 1: 27 March 2026
- Round 2: 20 April 2026

What can I win?

A Neon Basic two-month subscription.

This Promotion does not include Neon Standard.

Do NEON voucher codes expire?

Yes.

Winners have 3 weeks from the date of issue to activate their voucher.

Will I be charged during the 2-month promotional period?

No.

The first two months have no charge

However:

- A NZ-billed credit card is required to activate the subscription
- Customers can cancel at any time with no notice period
- If they do not cancel before the end of the two-month period, they will be charged the standard Neon Basic monthly price the following month

Who can redeem the voucher?

Eligible Entrants who:

- Live in Auckland
- 18 or older
- Have a NZ billing address
- Have a compatible device

Do I need a credit card to redeem the voucher?

Yes. NEON requires a valid NZ-billed credit card for account setup.

No charges apply until the promotional period ends. Please note that you will be charged at the usual Neon Basic rate once the two month Promotion period has ended.

How do I redeem my voucher?

New NEON users

1. Visit neontv.co.nz
2. Start the sign-up process
3. Choose the Neon Basic plan

4. Enter your voucher code

Existing NEON users

1. Log in at neontv.co.nz
2. Go to My Account → Plan & Payment
3. Select Add Voucher and enter your code

Can I redeem the voucher in the mobile app?

No.

Vouchers must be entered on the NEON website, not the app.

Can existing NEON subscribers use the voucher?

Yes, if they are on, or switch to, the monthly Neon Basic plan.

Annual or other plan types may need to be cancelled before the voucher can be applied.

Does the voucher include movie rentals?

No. Additional movie rentals must be purchased separately.

What if the voucher doesn't work?

Customers should contact the NEON Help Centre.

Can the voucher be combined with other offers?

No.

NEON vouchers cannot be combined with other discounts or promotions.

Can the voucher be partially used or split?

No. The voucher is applied in full.

What if a customer loses their voucher code?

Lost or stolen voucher codes cannot be replaced by NEON.