

Get Connected Credit Promotion Terms & Conditions – May 2021

What is the promotion?

Still in a contract for your broadband service but need full fibre for a faster, more reliable broadband connection? Switch to Truespeed now and we'll provide credit to your Truespeed account up to the value of £300. This allows you to exit your current contract and move to Truespeed to benefit from our ultrafast, full fibre broadband service right away.

Terms & Conditions:

Who is eligible?

1. New residential customers and existing residential customers that are not yet live, with an active Truespeed Sales Order, that are in an existing contract for broadband services with their current provider:

1. You must sign up to one of the following plans:

- Truespeed 80
- Truespeed 200
- Truespeed 350
- Truespeed 500
- Truespeed 900

2. Subject to signing up to a 24 month contract with Truespeed for full fibre broadband services (Truespeed landline service is included)

3. Open to all new & existing residential properties that are not yet live, but have access to our ultrafast fibre network and can be installed within 45 days from point of order.

4. You must be installed and be active on the Truespeed network within 45 days of placing your order, or the promotion will be void and you won't be able to claim the credit.

4. You must have an active direct debit in place with Truespeed when your service goes live as you'll still be charged for any calls you make, charged per min, or any call plans you have on your Truespeed landline.

How to claim:

1. Sign up now by speaking to our Direct Sales Team, or by calling us on 01225 300 370

1. Promotion runs until 31st December 2021

2. Your billing relationship with Truespeed will start from the date your service goes live. You'll be charged for any Truespeed call plans, telephone services and calls (if pay as you go) from go live.

3. Credit will be applied to your Truespeed account within 14 working days of installation.

4. Any broadband services used from go live to the credit being applied will be deducted from the total credit amount.

Any exclusions?

1. Any order placed after the 31st December 2021 will not be eligible for this offer

2. A maximum credit of £300 will be added to your Truespeed account depending on the package you choose.
3. The credit applies to broadband services only. You'll still be charged for any call plans you selected at the time of placing your order.
4. If you take a new number as part of your contract with Truespeed, any call plans selected will start being billed monthly, pro-rated from the date you went live.
5. If you take a new number as part of your contract with Truespeed and choose pay as you go, any calls made will be charged in your next monthly bill.
6. If you requested to port your existing phone number, your call plans and features will not go live and start being billed until your number has ported to Truespeed and is live. Any calls made on your Truespeed phone line between this time will be charged accordingly.
8. The broadband service you are terminating and claiming early termination credit for, must be at the same address that we are providing a new Truespeed service to
9. This promotion is not available to existing customers who have a live service or are not in an area where we can connect to our live network within 45 days.
10. This promotion is not available in areas where we do not have a live ultrafast fibre network.
11. If you're not installed and active within 45 days of placing your order, the promotion is void and you won't be able to claim the credit.
12. Truespeed reserves the right to stop this offer at any time.
13. You'll have a 14 day cooling off period from the date you place your order. Any credit claimed will not be applied to your account until after the 14 day period is passed at which point you'll then be subject to Truespeed termination terms and conditions, which can be found on our website www.truespeed.com/terms