

## **Free Speed Upgrade Promotion Terms & Conditions – Oct 2021**

### **What is the promotion?**

All products (excluding the 80Mbps package) are reduced. You can buy the 150Mbps for the price of 80Mbps, the 350 for the price of 150, the 500 for the price of 350 and the 900 for the price of 500. This saves you £10 per month and is based on an 18 month contract. This offer is for new customers only. Prices revert to full price after 18 months, which is the end of the contract period. Customers must be in a live Truespeed area, be in a passed property and able to take service and must be connected within 90 days of signing up.

### **Terms & Conditions:**

#### **Who is eligible?**

New residential customers that are not yet live and customers with an active Truespeed Sales Order that are not yet installed:

1. You must sign up to one of the following plans: (80Mbps package is excluded)
  - i. Truespeed 150 @ £29.99 for 18 months
  - ii. Truespeed 350 @ £39.99 for 18 months
  - iii. Truespeed 500 @ £49.99 for 18 months
  - iv. Truespeed 900 @ £59.99 for 18 months
2. Subject to signing up to a 18 month contract with Truespeed for 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 90 days from point of order.
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. New customers sign up now by calling us on 01225 300 370, or by visiting [Truespeed.com](https://www.truespeed.com)
  1. Promotion expires midnight on 31<sup>st</sup> October 2021. Truespeed reserves the right to extend this promotion at any point.
  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. The promotional price will be applied to your Truespeed invoices for the first 18 months from date of install. After 18 months your invoice will revert to the non-promotional price for the duration of service.

#### **Any exclusions?**

1. Any order placed after the 31<sup>st</sup> October 2021 will not be eligible for this offer.
2. The promotion applies to broadband services only. You'll still be charged full price for any call plans you selected at the time of placing your order.
3. If you take a new number as part of your contract with Truespeed, any call plans selected will start being billed monthly, pro-rata'd from the date you went live.

4. 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.
5. 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. There is a one off fee of £15 to port your number. Any calls made on your Truespeed phone line between this time will be charged accordingly.
6. This promotion is not available to existing customers that are already in receipt of a Truespeed broadband service.
7. This promotion is not available in areas where we do not have a live ultrafast fibre network.
8. Truespeed reserves the right to stop this offer at any time.
9. You'll have a 14 day cooling off period from the date you place your order. Any promotion 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 <https://www.truespeed.com/terms/>
10. There will not be an option to reduce the contract term.
11. If you decide to cancel your contract at any point within the 18 month term, you will be liable for payment of exit charges based upon the non-promotional price of the product. For details of our early termination charges, please see <https://www.truespeed.com/terms/>

