

Black Friday Promotion Terms & Conditions – Nov 2021

What is the promotion?

All products are reduced. As a new Truespeed customer, you can buy any product in our current range from the 80Mbps to the 900Mbps for only £25 per month. This offer will come with a 12 month contract. Prices revert to full price after 12 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 by 31st January 2022.

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:
 - i. Truespeed 80 @ £25.00 per month for 12 months
 - ii. Truespeed 150 @ £25.00 per month for 12 months
 - iii. Truespeed 350 @ £25.00 per month for 12 months
 - iv. Truespeed 500 @ £25.00 per month for 12 months
 - v. Truespeed 900 @ £25.00 per month for 12 months
2. Subject to signing up to a 12 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 connected by 31st January 2022.
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
 1. Promotion runs from Monday 22nd November and expires at 6pm on Tuesday 30th November. 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 12 months from date of install. After 12 months your invoice will revert to the non-promotional price for the duration of service.

Any exclusions?

1. Any order placed after 6pm on 30th November 2022 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. Any order placed but not connected by 31st January 2022 will be updated to the equivalent available product for the selected speed as at 1st February 2022.
10. 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/>
11. There will not be an option to reduce the contract term.
12. If you decide to cancel your contract at any point within the 12 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/>

