

## GIGANET HOME BROADBAND OFFER TERMS AND CONDITIONS

### 1 OFFER VALIDITY

Giganet's 3 & 12 months free offers are subject to survey and service availability. These promotions are valid for a limited duration and are available for new customers only. We reserve the right to change or withdraw these offers at any time.

Example: Offer available for 90 days from notification by Giganet via mail or email that your premise is live on our network.

3 months free offer is subject to availability and ends on 31<sup>st</sup> December 2022. 12 months free offer is subject to availability and ends on 31<sup>st</sup> October 2022.

### 2 SERVICE AVAILABILITY

The Giganet network is expanding all the time. Once the necessary infrastructure is in place, we are able to connect your home. If you have registered your interest with us, we will notify you when orders are able to be fulfilled.

### 3 INSTALLATION

Free installation is subject to survey. Some installations may have additional charges due to their complexity. Circumstances where additional charges could be incurred include certain installations to flats (Multi-Dwelling Units) or other instances where excess construction and/or cabling is required to connect your home. We will make you aware of any additional costs following survey.

### 4 RENTAL CHARGES

**Free period** - X months free (where X is the applicable free months) means that we will not charge monthly recurring rental amounts for the core broadband service for the first x months after the successful installation of Giganet broadband service.

**Follow-on period** - Furthermore, at the time of your order we will confirm the recurring monthly charge for a follow-on time period. This monthly charge provides you with clarity and certainty of what we will charge each month for a follow-on period after the free period ends.

**Example:**

- You order a 500 Mb/s broadband package.
- Our offer at time of order is £0 per month for the first 12 months, then £40 a month for the next 12 months
- Your connection is successfully installed on 1st January 2022.

This means, from the 1<sup>st</sup> January to 31<sup>st</sup> December 2022, you pay no rental charges for your broadband package. And from 1st January 2023 to 31<sup>st</sup> December 2023 you pay £40 a month regardless of whether Giganet has increased its pricing in this time period. In fact, if Giganet has reduced prices for homes on the same package in the same area, you will automatically benefit also.

**Exclusions** - Please note that the 'x months free' applies only to the core broadband package rental charges. Install and rental charges for additional services such as Home Phone incurred during the free period will be billed as normal.

**End of the free and follow-on months** – at the end of the free and follow-on period you will revert to the standard monthly price points being offered to all new and existing customers on our monthly rolling terms. We offer the same, easy to understand, rental prices to new and existing customers – without distracting special offers that end up costing you more.

### 5 LEAVING GIGANET

We would love you to stay with Giganet but appreciate that people move house and circumstances change. We will always be fair, ensuring that whether you are an existing or new customer, we will charge the same rental amounts for the same packages in your street.

That said, you may cancel your Giganet service at any time. All that we ask is the return of your Giganet devices and equipment provided as part of our service.



We will not impose additional early termination or penalty charges.

Last updated 28-Feb-2022