

## GIGANET HOME BROADBAND OFFER TERMS AND CONDITIONS

### 1 OFFER VALIDITY

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

Currently we anticipate our 3 months free offer ending on 30<sup>th</sup> June 2023, however, as noted, we may choose to bring this forward at any time.

### 2 SERVICE AVAILABILITY

The Giganet network is expanding all the time. We are able to connect your home once the necessary infrastructure is in place and we have confirmed that an installation is possible. 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 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 the finding of the survey and any additional costs. You or Giganet may then cancel the order.

### 4 RENTAL CHARGES

**Free period** – three (3) months free means that Giganet will not charge monthly recurring rental amounts for the core broadband service for the first three (3) months after the successful installation of Giganet broadband service. After this initial 'Free period' you will then be charged at the amount shown in our offer for the relevant Full Fibre bundle for the remainder of your term (i.e., from Month 4-12).

**Example:**

- You order a 900Mb/s broadband package.
- Our offer at time is a 12 months term with £0 per month for the first 3 months, then £40 a month for the next 9 months
- Your connection is successfully installed on 1st January 2023.

This means, from the 1<sup>st</sup> January to 31<sup>st</sup> March 2023, you pay no rental charges for your broadband package. And from 1st April 2023 to 31<sup>st</sup> December 2023, you pay £40 a month.

**Exclusions** - Please note that the '3 months free' applies only to the core broadband package rental charges. Install and rental charges for additional services such as Home Phone or extra routers incurred during the free period will be billed as normal.

**End of Term / Renewals** – near the end of the 12-month term of our agreement you will be notified that the end date is coming up and offered a further 12-month agreement or revert to the monthly rolling agreement being offered to all new and existing customers.

We offer the same, easy to understand, rental prices to new and existing customers – without distracting special offers that end up costing you more.

Please note that as an existing customer you will not be eligible for another/further 3 months free.

### 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.