

Promotional Terms and Conditions for Consumer Customers

Do you need extra help?

If you would like this document in another format (for example: paper, email, audio, large print or braille) please contact on 01482 247 365, or email us at customerexperience@quickline.co.uk or write to us at Quickline Communications, The Mill House, Albion Mills, Albion Lane, Willerby HU10 6DN.

Promotional terms and conditions

1 Introduction

- (a) Promotions: These terms and conditions only apply to new customers in respect of a specific promotion and should be read in conjunction with the full Quickline Consumer Terms and Conditions here: [Terms - Quickline Communications Limited](#)

2 Promotions

2.1 General terms for all promotions offered by Quickline:

- (i) All new connections are subject to survey.
- (ii) The promotions listed within these terms are available to new, residential customers only – if you or anyone in your household has been a Quickline customer in the 12 months preceding your application, we reserve the right to charge our standard charges from the start of your new contract.
- (iii) Promotions are not available to services provided to holiday homes.
- (iv) Promotional pricing, discounts or free months are not available to customers with an outstanding debt with Quickline Communications Limited or our group companies.
- (v) Only one of the promotions listed within these terms can be taken by a household, entry into multiple promotions by one household is not permitted.
- (vi) Participants in this promotion are entitled to a free standard broadband installation. Customers who require a non-standard installation will be required to pay the non-standard installation charges specified in the full Quickline Consumer Terms and Conditions, which are linked above. We can advise you whether you will be eligible for a standard broadband installation.

2.2 Promotional terms for “12 Months Half Price”:

- (a) From the date on which your Quickline broadband service is installed, your first 12 months of service will be charged at half price (compared to the standard price for the package you have chosen), rounded up to the nearest penny. This is your “Half-Price Period”.
- (b) During the Half-Price Period, you can upgrade your package (and you will be charged at half price compared to the standard price for the upgraded package from the date of upgrade). You cannot downgrade your package.
- (c) 12 Months Half Price is not available on rolling monthly contracts.

2.3 30 Day Satisfaction Guarantee

- (a) If during your first 30 days of service, measured from the date of installation, you are unsatisfied with your Quickline connection, you may cancel it by giving 10 working days' notice with no early termination fees.

2.4 Promotional Terms for "Three Months Free"

- (a) When you connect to Quickline, your first 90 days of service will be free of charge – this is your Free Period.
- (b) During the Free Period, you can upgrade your package. You cannot downgrade your package.
- (c) Three Months Free is not available on rolling monthly contracts. At the end of your Free Period, the charges and contractual terms agreed in your Contract Summary will apply.

2.5 Promotional Terms for "Free Until You're Free"

- (a) Provided you supply us with proof of your current residential contract with your existing broadband supplier as described in 2.5(b) below, your Quickline broadband services will be free of charge from installation until the current term of your contract with your existing broadband supplier comes to an end. The end date of your current residential contract with your existing broadband supplier must be less than 24 months from your sign-up date with us.
- (b) When you sign up for Quickline broadband services, you will need to supply proof of your residential broadband service and contract end date (Proof of Contract) to us at the following email address: sales@quickline.co.uk. You have 45 days from the date of installation of our services to provide us with the Proof of Contract, during which time you will be placed onto our "3 Months Free Offer". If you are not able to provide the Proof of Contract to us within the 45-day period, you will remain on our "Three Months Free" offer, which will transfer to the charges and contractual terms agreed in your Contract Summary at the end of your Free Period.
- (c) Your Proof of Contract must include your name, installation address, service details and termination date. You are responsible for sourcing the correct Proof of Contract documentation from your current residential broadband supplier. Your Proof of Contract must match the details of the person applying for Quickline services. Acceptance of your Proof of Contract will be at our sole discretion.
- (d) Once we have received, checked, and approved your Proof Of Contract, We will send you a new contract summary detailing your new Free Period.
- (e) Free Until You're Free is not available with rolling monthly contracts.

3 General

- 3.1 These promotions are operated by Quickline Communications Limited whose address is Mill House, Albion Mills, Albion Lane, Willerby, Hull HU10 6DN.
- 3.2 Quickline's full liability to you is set out in our full Quickline Consumer Terms and Conditions, which are linked above.
- 3.3 These terms and conditions shall be governed by and construed in accordance with the laws of England. Any disputes shall be subject to the non-exclusive jurisdiction of the English courts.
- 3.4 Quickline reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the terms and conditions of a promotion.

- 3.5 When Quickline gives examples of savings that can be made, these savings are calculated based on the average monthly cost of a standard package over a period of time.
- 3.6 These promotions will continue until 31 September 2024. We may amend the closing date at our discretion.