

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 General terms for all promotions offered by Quickline:

- (a) Promotions listed within these terms are eligible to the following participants (**Eligible Participants**):
 - (i) new, residential customers only – if you or anyone in your household has been a Quickline customer in the 12 months preceding your application (including customers who have already placed an order for services and are awaiting installation), then you are not permitted to participate in a promotion;
 - (ii) individuals who sign up to a 24-month fixed term contract for services with Quickline;
 - (iii) individuals who do not require services to be provided to Holiday Homes. (“Holiday Homes” includes but is not limited to: Caravans, Lodges and Static Homes); and
 - (iv) individuals who do not have an outstanding debt with Quickline Communications Limited or our group companies.
- (b) Eligible Participants are entitled to a free standard broadband installation if available. Eligible Participants 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 below. We can advise you whether you will be eligible for a standard broadband installation.
- (c) All new Quickline broadband connections are subject to survey.
- (d) The provision of the Quickline broadband service is subject to the standard terms of service which can be found at: quickline.co.uk/terms.
- (e) Unless otherwise stated, 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.
- (f) Additional terms that apply to specific promotional offers that may be offered to an Eligible Participant are set out below.

2 What are the Offers?

2.1 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 or downgrade your package (and you will still be charged at half price compared to the standard price for the package from the date of upgrade or downgrade).
- (c) 12 Months Half Price is not available on rolling monthly contracts.
- (d) This promotion has expired. It was available to Eligible Customers up to 3 January 2025.

2.2 **3 Months for £1**

- (a) From the date on which your Quickline broadband service is installed, your first 3 months of service will be charged at £1 (compared to the standard price for the package you have chosen). This is your "Discounted Period".
- (b) During your contract you may upgrade or downgrade your package without needing to re-start a new contract. 3 months for £1 is not available on rolling monthly contracts.
- (c) This promotion will continue until 31 March 2025.

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 broadband connection, you may cancel it by giving 10 working days' notice with no early termination fees payable. If you have already made a monthly payment in respect of the first 30 days of service, Quickline will refund this to you.
- (b) This promotion will continue until 31 December 2025.

2.4 **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.
- (d) This promotion has expired. It was available to Eligible Customers up to 3 January 2025.

2.5 **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 (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 30 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 30-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.
- (f) This promotion will continue until 31 March 2025.

3 Additional Notes:

- 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 to disqualify any participant who violates these Terms and Conditions or engages in fraudulent or unfair practices.
- 3.5 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.
- 3.6 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.