Promotional Terms and Conditions for Consumer Customers

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Promotional terms and conditions

1. General terms for all promotions offered by Quickline:

a) Unless specified, promotions listed within these terms are eligible only 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 unless specified below;

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 nonstandard 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) With the exception of the Exit Fees Covered scheme in 2.1, 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. Active Promotions

2.1 **Exit Fees Covered**

a) If you have been offered the Exit Fees Covered scheme to help with the termination fees from your existing broadband provider, you are responsible for claiming your Exit Fees Covered payment from Quickline.

b) You must send your final broadband bill, showing your end of contract termination charges to documents@quickline.co.uk, within 48 days of installation of your Quickline broadband service. The bill should show full termination charges and should match the name of the person applying for service with Quickline and the address where Quickline services are to be installed.

c) The value awarded will be based on the termination fees associated with the fixed broadband element of your terminated service. This excludes:

   i ancillary and bundled services including, but not limited to, mobiles, voice/telephony, Netflix, TV services, Sky Stream, satellite broadband and mobile broadband; and

   ii any charges for equipment or hardware, including rental, lease, hire purchase, outstanding instalments, non-return charges or router rental.

d) Where your final bill does not show a separate termination charge for the fixed broadband element (for example, where your previous provider charges a single price for a bundle), your Exit Fees Covered payment will be the lower of:

   i the total termination charges shown on your final bill; or
   ii £30 for each full month remaining on your previous broadband contract on the date it ended.

   Your final bill must show the number of months remaining or the contract end date. If it doesn't, we may ask you for other reasonable evidence.

e) Once you have been connected with Quickline for 14 days and we have validated and accepted your contract termination charges, we will send you a link to claim your Exit Fees Covered payment. This must be claimed via the link in the notification email within 60 days of receipt. **No Exit Fees Covered payment will be made if a claim is submitted outside this 60-day period.**

f) This offer is not available with rolling or 12-month contracts.

g) The value of your Exit Fees Covered payment will be equal to your reasonable termination charges on residential broadband services. Quickline reserves the right in its absolute discretion to cap the value of your payment where termination charges are deemed excessive.

h) Payments will only be made to a valid UK bank account or a valid UK-issued debit card. To receive payment, you must provide the relevant account or debit card details for the account or card to which you would like the payment to be made.

i) The Exit Fees Covered payment will be fulfilled by a third-party company, Buyapowa Limited, ("Buyapowa") whose terms can be accessed here T&Cs - Buyapowa.

j) Quickline is not responsible for delays or failures caused by Buyapowa.

k) This offer is only available with Full Fibre 200, Full Fibre 400, Full Fibre 500, Full Fibre 900, Full Fibre 1000, and Full Fibre 2300 products.

l) The Exit Fees Covered scheme may be combined with one other promotion listed within these terms. It may only be claimed once per household.

m) The Exit Fees Covered scheme is only available where you are switching from a residential broadband service provided at the installation address. The scheme is not available in respect of termination charges arising under any business, commercial or corporate broadband, telecommunications or connectivity contract, including where you are switching from a business service with another provider to a Quickline residential service.

n) The Exit Fees Covered scheme runs until at least 31/12/2026. After this date, Quickline may end the promotion with at least 7 days' notice on https://quickline.co.uk/switching-reward/. Orders placed before the promotion ends will receive the offer terms.

3. Additional Notes

a) These promotions are operated by Quickline Communications Limited whose address is Mill House, Albion Mills, Albion Lane, Willerby, Hull HU10 6DN.

b) Quickline's full liability to you is set out in our full Quickline Consumer Terms and Conditions, which are linked above.

c) 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.

d) Quickline reserves the right to disqualify any participant who violates these Terms and Conditions or engages in fraudulent or unfair practices.

e) 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.

f) Quickline reserves the right to withdraw or end any promotion at any time. Where reasonably possible, we will give notice on our website before doing so.

g) 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.

4. Expired Promotions

4.1 Digivan Spotting competition

a) Entry to this competition is open to UK residents aged 18 years or over.

b) Employees of Quickline Communications Limited, its group companies, agents, and anyone professionally connected with the administration of the competition are excluded from entry.

c) No purchase is necessary to enter, and entry is independent of any purchase of Quickline products or services.

d) To enter, participants must complete and submit the competition entry form available here: Spot the Halloween Digivan Competition | Quickline, and upload a photograph taken by the entrant showing the Quickline DigiVan. The photograph must be the entrant's own original work and must be taken during the competition period.

e) Entries submitted by any method other than the designated website form will not be accepted.

f) Only one entry is permitted per person. Multiple entries submitted by the same individual, whether using different email addresses, contact details or otherwise, will not be accepted. Quickline reserves the right to disqualify any entrant who submits or attempts to submit multiple entries.

g) One winner will receive a £100 voucher. Two runners up will each receive a £50 voucher.

h) The winners will be selected at random from all eligible entries received.

i) The draw will be conducted under independent supervision or via a verifiably random process, and records will be retained to demonstrate compliance.

j) The winners will be contacted using the contact details provided on entry within 14 days of the competition closing date.

k) The winners must respond within 14 days of notification to claim the prize. If the winners do not respond within that period, Quickline reserves the right to select an alternative winner.

l) The prize will be issued within 30 days of successful verification of the winners' eligibility and acceptance of the prize. Prizes must be claimed via the link provided within 60 days of receipt.

m) Quickline may request that the winners participate in reasonable publicity relating to the competition. Such publicity may include the use of the winners' first names, surnames, photographs, video footage and county of residence. Participation in publicity is voluntary except where disclosure is required to comply with applicable law or regulatory requirements.

n) Quickline may publish or make available the winners' surname and county to demonstrate that a valid award has taken place. Entrants may object to or request limitations on such publication by contacting Quickline. In such circumstances, Quickline may nevertheless be required to provide the information to the Advertising Standards Authority or other regulatory authority upon request.

o) Quickline reserves the right to verify the eligibility of entrants and to disqualify any entrant who has breached these terms or who has provided false information.

p) Quickline reserves the right to amend, suspend or withdraw the competition where reasonably necessary due to circumstances beyond its reasonable control or to ensure compliance with applicable laws or regulations.

q) This competition closed at 11:59pm on 11 October 2026. Entries received after the closing date will not be included in the draw.