



toob essentials: terms and conditions

1. about these terms and conditions

These terms and conditions ("T&Cs") are for our **toob essentials home broadband service** ("toob essentials") and **cover the specifics for toob essentials**.

You should read these T&Cs together with our [toob home broadband: terms and conditions](#), and other documents that form your Agreement, like your Order Confirmation, the home broadband Charges and Fees document and our Acceptable Usage Policy. If any part of your Agreement conflicts with these T&Cs, it is whatever these T&Cs say that will apply.

In these T&Cs, words and phrases with capital letters at the front, for example 'Agreement' or 'Service', have a particular meaning. If the meaning is not explained in these T&Cs, this will be included in section 16 of our toob home broadband: terms and conditions.

2. eligibility

You will be eligible for our toob essentials service if you receive any of the following:

- universal credit;
 - pension credit;
 - jobseeker's allowance;
 - employment and support allowance
 - income support
- and**
- the address you ask us to provide the Service to is the address you have registered with the Department for Work and Pensions;
 - our Service is available at this address (our customer service team will confirm this for you); and
 - this address is on the toob network (you can see this [here](#), and our customer service team will confirm this for you).

This is the 'Eligibility Criteria'.

3. placing an order for toob essentials & the Department for Work and Pensions checks

To place an order for toob essentials, please call toob customer service on 023 9300 9300. At the moment, we cannot take orders via our website or webchat.

When you place your order for toob essentials, as well as the usual information we need to process your order we will also need your date of birth. This is so we can check with the Department for Work and Pensions that you meet the Eligibility Criteria.



By placing an order for toob essentials you agree that we can complete these eligibility checks with the Department for Work and Pensions each year that you are a toob essentials customer.

Please be aware that you cannot buy Static IP or any other add-ons with toob essentials.

4. if you are already a toob customer

If you are already a toob home broadband customer you will need to cancel your existing home broadband Agreement, including any add-ons like Static IP, before we can start your toob essentials Service. You will not have to pay any Early Termination Fees where you change to toob essentials from a toob home broadband service.

If you received any equipment under your existing toob Agreement, we may ask you to return this (we will give you more information about this if we do).

5. if you no longer meet the Eligibility Criteria

We will check with the Department for Work and Pensions each year to confirm that you meet the Eligibility Criteria. If our check shows that you don't meet the Eligibility Criteria, we will contact you and ask you to choose one of the following options:

- switch to a new contract for a different toob home broadband service; or
- cancel your toob broadband (with no Early Termination Fee) – and you will then be able to move to another broadband provider if you wish.

We will give you at least 30 days to make your choice and you must tell us what you would like to do within the timeframe we give you. **If you don't tell us what you would like to do your Service will change to** our [1 month rolling home broadband service](#) **from your next Bill Date** and your monthly service fee will change to the monthly fee for our 1 month rolling service at that time (you can see this in our Charges and Fees document [here](#)).

6. other important terms

We may end the Agreement at any time by giving you at least 30 days' notice if we decide to withdraw the toob essentials service.