



# toob broadband: promotional terms

Here's where you'll find the T&Cs for any promotions we have running from time to time.

Please read these terms carefully. Anyone who orders using a promotional code, or whilst a promotion is running on our services, will be deemed to have read these terms and will be bound by them.

At the top of this document, you'll find the specific terms for different promotions. Towards the bottom, you'll find our general promotional T&Cs. These also apply to each promotion (unless we have stated something different in the specific T&Cs).

Please note these promotional terms are in addition to the standard home broadband terms and conditions, found [here](#), which will apply to your purchase.

## home150 – £18 per month

- reduced price of £18 per month during 18 month contract available when you order our 18 month home150 service on or before **15<sup>th</sup> December 2025**.
- offer available to new customers only.
- no code needed, simply select home150 at point of order.

## 3 month trial

- only available to select addresses (you will be contacted if applicable)
- enjoy 3 months of free toob home broadband as part of an exclusive trial (see letter or flyer for details).
- toob connection will be switched off three months after your trial period is activated (unless you've upgraded to one of our products and services). Before this date we'll send you all the info on how to return any router you receive as part of the trial.
- by connecting to our broadband, you agree to these terms and conditions and our Acceptable Usage Policy (AUP). We may end your trial early in the event of any breach of these or if we cannot provide the service for any reason.
- if any repair/replacement of your fixed toob equipment is needed to access the trial, you must ensure you have appropriate permission from the homeowner/landlord. We'll send you more information, including requirements around safe access, before any engineer appointment.
- broadband only (no telephone service). 18+. For more information, and to view our AUP and Privacy Policy, visit [toob.co.uk/legal](https://toob.co.uk/legal).

### general promotional terms

- promo codes: only valid on certain products/packages and only when used before the end of the promotional period. See promotion for details. Promo code cannot be applied retrospectively and must be provided at point of order.
- gift cards:
  - links to redeem gift cards will be issued by email within 30 days of the service activation date, as long as the customer has not cancelled during the cooling off period (see our home broadband terms and conditions for more information on cooling off periods).
  - gift cards can only be claimed within 90 days of the notification email, via the link in that email. Additional terms and conditions apply to the use of gift cards. See retailer website for details.
- out of contract pricing: after contract term (e.g. 18 months), price will change to the standard rolling service price at that time unless a new contract is entered into. See home broadband terms and conditions and home broadband charges and fees (available [here](#)) for more details.
- availability: see our [postcode checker](#) for more information on toob service availability. Promotions may only be available for certain parts of our network.
- a promotion cannot be used in conjunction with any other promotion unless otherwise stated.
- there is no cash alternative to any promotional benefit. toob reserves the right to substitute a promotional benefit of equivalent or greater value if this is necessary for reasons beyond our control.
- toob reserves the right to amend or withdraw the promotion at any time. This will not affect any pending order which has a promotion applied.
- these promotional terms are governed by the laws of England and Wales.