

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 applicable home broadband terms and conditions, found [here](#), which will apply to your purchase.

up to 9 months free if you're stuck in contract

- new toob customers could be eligible to receive a credit on their bill for the monthly price of their toob home broadband service (excluding any add-ons like static IP) for up to 9 months from their service activation date when they purchase toob's home900 24 month broadband contract as part of our 'stuck in contract' promotion or participate in another qualifying promotion.
- to be eligible qualifying customers must, within 21 days after their toob service activation date, provide valid evidence that they are within the minimum contract period for a broadband service with a provider other than toob ("existing provider") and that they cannot terminate the contract with the existing provider prior to the expiry of the minimum contract period without payment of early termination fees or charges. Qualifying customers will be sent more information about how to provide the required evidence.
- if valid evidence is not provided in accordance with our instructions within 21 days, you will be charged the full monthly service price, and no credit will be applied
- bill credits will be applied for the length of the minimum contract period with the existing provider, up to a maximum of 9 months from the customer's toob activation date only.
- minimum contract period applies to new toob home broadband contract. If the customer leaves toob during their toob minimum contract period early termination fees may apply (see home broadband terms and conditions at toob.co.uk/legal).
- the customer will be responsible for cancelling their broadband contract (and associated costs) directly with the existing provider. There is no requirement to do this before the customer's toob activation date.
- this promotion is only available at select addresses and may not be available if you have a live CityFibre connection to the property.
- this promotion may be enjoyed in addition to any rewards under our refer a friend programme but cannot be used in conjunction with any other offer. Any promotional code used during order will not be valid or applied.

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.

general promotional terms

- promo codes: only valid on certain products/packages and only when used before the end of the promotional period. Cannot be used in conjunction with other offers unless specified. 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.
 - gift card choices are subject to change and availability.
- bill credits: unless otherwise specified bill credits apply to monthly recurring charges only (and may apply to a specified service only, with other services being charged as normal) and may not be used to reduce any early termination fee or other charges
- 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 information. visit myaccount for pricing available on renewal.
- 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.
- if we suspect that you have breached these T&Cs or acted fraudulently, we may

withhold promotional benefits.

- tooo reserves the right to amend or withdraw a promotion at any time. This will not affect any pending order which has a promotion applied.
- these general promotional terms apply in addition to the specific terms and conditions of the promotion. In the event of any conflict, it is the specific terms of the promotion that will apply.
- these promotional terms are governed by the laws of England and Wales.