



£50 Bill Credit Offer – Government Gigabit Voucher Completion – Terms & Conditions

Last updated and effective from: April 2026

1. About this offer

This offer is provided by Hey Broadband Ltd.

F&W Networks Ltd participates in projects delivered under the UK Government Gigabit Broadband Voucher Scheme and facilitates voucher applications and validation as part of those projects. F&W Networks Ltd acts solely as the network provider and is not responsible for the administration of this promotion.

Eligible customers can receive a £50 bill credit when they successfully complete voucher validation through the UK Government Gigabit Broadband Voucher Scheme following a reminder communication.

2. Eligibility

To qualify for the £50 bill credit, you must:

- Be an active Hey!Broadband customer
- Have received a validation request via the UK Government Gigabit Broadband Voucher Scheme
- Complete the validation via the official government link sent to you
- Complete this validation after receiving a reminder from Hey!Broadband
- Not have completed validation following the initial notification

3. Qualifying Criteria

The £50 bill credit will only be applied where:

- The voucher is successfully validated via the government portal

The validation is confirmed by the UK Government. F&W Networks facilitates the voucher process but does not determine validation outcomes, which are solely confirmed by the UK Government. The validation occurs within any stated promotional timeframe (if applicable)

4. Reward Details

The reward is a £50 credit applied to your Hey!Broadband account

This is not transferable and no cash alternative is available

The credit will be applied within 30 days of successful validation confirmation

5. Limitations

Only one £50 bill credit per household/account

Customers who validated their voucher before receiving the reminder are not eligible

Incomplete or failed validations will not qualify

6. Broadband Account Requirements

Your Hey!Broadband account must remain active and in good standing (i.e. not in arrears and not subject to suspension or termination)

If your account is cancelled or in arrears before the credit is applied, the reward may be withdrawn

7. Fraud & Misuse

Hey!Broadband reserves the right to:

Withhold or remove the credit where fraud, misuse, or abuse is suspected

Verify eligibility at any time

8. Changes to the Offer

Hey!Broadband reserves the right to:

Amend, withdraw, or extend this offer at any time

9. General

This offer is subject to availability and eligibility

Hey Broadband is not responsible for any decision by the UK Government to reject, delay, or not process voucher validation, and no credit will be applied in such circumstances Hey Broadband is not responsible for any failure, delay, or rejection of voucher validation by the UK Government or F&W Networks Ltd.

These terms are governed by the laws of England and Wales