



ADT Smart Home Security Bundle Terms and Conditions

Version 1: Last updated and effective from 28/07/2026

These terms and conditions apply to Hey!Broadband

About These Terms

These Terms and Conditions apply to the Hey!Broadband ADT Smart Home Security Bundle.

The bundle combines selected Hey!Broadband broadband services with an ADT Smart Home Security package.

These Terms should be read alongside:

- Hey!Broadband Residential Terms and Conditions
- Hey!Broadband Price Guide
- Contract Information
- Contract Summary
- ADT Terms and Conditions

In the event of any conflict relating to the ADT security service, the ADT contractual documents will apply to that service.

Eligibility

The bundle is available only to:

- new residential Hey!Broadband customers;
- customers purchasing Gigafast 900 broadband;
- customers within eligible service areas;
- customers aged 18 years or over.

Business customers are excluded.

What's Included

Customers may choose one of the following bundles:

Silver

- Gigafast 900

Hey! Broadband

- WiFi Pro
- ADT Smart Home Security Silver

Gold

- Gigafast 900
- WiFi Pro
- ADT Smart Home Security Gold

Platinum

- Gigafast 900
- WiFi Pro
- ADT Smart Home Security Platinum

The equipment supplied from ADT varies depending on the package selected.

Contract Lengths

Your bundle consists of two separate contracts.

Hey!Broadband: 24-month minimum term.

ADT: 36-month minimum term.

The broadband and security services are provided under separate agreements.

Pricing

Bundle pricing is only available while both services remain active.

Customers will receive:

- one invoice from Hey!Broadband for Gigafast 900 and WiFi Pro;
- a separate invoice from ADT for the selected security package.

If either service ends, promotional bundle pricing may no longer apply and standalone pricing may apply.

Installation

Hey!Broadband will install the broadband service first.

Hey! Broadband

Following successful broadband installation:

- ADT will contact the customer directly;
- discuss security requirements;
- confirm device locations;
- arrange installation.

Broadband installation and alarm installation will normally take place on separate appointments.

ADT Agreement

Following your Hey!Broadband order, ADT will contact you separately regarding your security service.

Before your ADT service begins, ADT will provide:

- Contract Confirmations with Information;
- Terms and Conditions;

which form the agreement between you and ADT.

Hey!Broadband is not a party to the ADT security agreement.

Broadband Requirements

ADT Smart Home Security requires an active Hey!Broadband broadband connection prior to installation of your ADT security.

Certain smart features, remote management functions and monitoring services may be unavailable where the broadband service is interrupted or disconnected.

Monitoring

Where included within your selected package, monitoring services are provided by ADT.

If your alarm is activated, ADT may verify the activation and, where appropriate, notify nominated keyholders and/or contact the emergency services in accordance with their operating procedures.



Cooling off Rights

Your Hey!Broadband broadband service is subject to the cooling-off rights detailed within the Hey!Broadband Residential Terms and Conditions.

Your ADT Home Security agreement includes separate cancellation rights which will be provided by ADT before you enter into that agreement.

Early Termination

If your Hey!Broadband broadband service ends before the end of its minimum term, Early Termination Fees may apply in accordance with the Hey!Broadband Residential Terms and Conditions.

If your ADT agreement ends before the end of its minimum term, Early Termination Fees may apply in accordance with the ADT Terms and Conditions.

Support

For broadband enquiries, please contact Hey!Broadband by calling us on: 0330 822 28 78 or email us at: info@heyb.co.uk

ADT Contact Points:

Accounts & Billing:

General billing enquiries - 0344 800 1999

Making a payment over the phone - 0344 800 6439

Setting up a direct debit - 0344 800 6470 (Monday - Friday, 8.30am - 4.30pm)

Complaints:

Making a complaint - 0344 800 1999

Moving property or leaving ADT

Moving or thinking of leaving ADT - 0330 123 9612

Spotted an ADT bell box:

Moved into a new home which already has an ADT alarm:

0800 169 0612

Customer Services:

Urgent requests - 0344 800 1999

Reporting a fault, ordering replacement parts such as fobs or to book a remote inspection - 0344 800 1999



Upgrades & Add-Ons: Upgrading your system or ordering additional equipment -
0800 169 8999

Changes to the Bundle

Hey!Broadband reserves the right to amend, withdraw or replace this promotional bundle at any time.

Any such changes will not affect existing customer agreements unless required by law or agreed with the customer.