

Premium Bundles 2026 Terms & Conditions

Last updated & effective from 22/07/2026

These terms and conditions apply to the purchase of any Hey!Broadband bundle, including Family Connect pro, WorkSmart Pro and UltraPlay Pro ("Bundles").

These Bundle Terms and Conditions should be read in conjunction with the Hey!Broadband Residential Terms and Conditions and the individual Terms and Conditions applicable to each product or service included within your Bundle. In the event of any conflict between these Bundle Terms and the individual product terms, these Bundle Terms shall prevail only in relation to the Bundle offer. The Residential Terms and Conditions shall otherwise continue to apply.

1. ELIGIBILITY:

- Bundles are available to eligible residential customers in selected service areas, subject to service availability.
- Bundle availability may vary depending on your address and the products available in your area.

2. WHAT'S INCLUDED:

- Each Bundle includes the products and services advertised on the relevant landing page at the time of purchase.
- The products included in your Bundle will be confirmed in your Contract Summary / Order Confirmation.

3. CONTRACT LENGTH:

- Each product within your Bundle is subject to its own minimum contract term.
- Where products within a Bundle may have different minimum terms, these will be clearly shown before you place your order.

4. PRICING:

- The monthly Bundle price shown during checkout includes all products listed as part of the selected Bundle.
- Any additional services or optional extras not included within the Bundle will be charged separately.

5. CHANGES TO YOUR BUNDLE:

- If you add, remove or change any product included within your Bundle during your contract, your monthly price, promotional savings and minimum term may change.
- We will advise you of any changes before they take effect.

6. SAVINGS:

- Any advertised savings are based on the price of purchasing the included products separately at the Bundle is promoted.
- Savings may vary if individual product prices change.

7. CANCELLATION:

- Cancelling your broadband service may result in cancellation of any Bundle pricing or discounts associated with the Bundle and standard pricing may apply.

Hey! Broadband

- Early Termination Fees may apply in accordance with the individual product Terms and Conditions.

8. AVAILABILITY:

- Bundles may be amended, withdrawn or replaced at any time.
- This will not affect existing contracts already entered into unless otherwise permitted under your agreement with us.

9. INDIVIDUAL PRODUCT TERMS:

- [Residential Terms & Conditions](#)
- [Mesh WiFi Terms & Conditions](#)
- [Norton 360 Terms & Conditions](#)
- [Mobile Phone Terms & Conditions](#)