

Hey! Broadband

2026 NO PRICE HIKE ON 24 MONTHS FIBRE PROMOTION TERMS & CONDITIONS.

2026 No Price Hike on 24 Months Fibre Promotion is valid from the 24th of February 2026 at 9am until the 29th of March 2026 23:59pm. These terms and conditions apply only for customers who have signed up for this promotion on our website or are offered this promotion by our Customer Service team. The terms and conditions are intended to be read alongside and are supplementary to Hey! Broadband [Residential T&Cs](#). In case of conflict between these Terms and Conditions and our Residential T&Cs, these Terms and Conditions will prevail.

1. Restrictions and requirements

- 1.1 Advertised prices are only applicable to new Hey!Broadband consumer customers placing orders for residential packages within the promotional period described below.
- 1.2 We will not charge for standard installation of the broadband. If bespoke installation is required (for example, digging longer than usual drives to install the fibre), further charges will apply. These will be quoted following a survey. You will have the right to cancel your order if you do not accept these charges.
- 1.3 We will be providing you with leased broadband equipment as part of the installation which you will need to return to us in accordance with our Residential T&Cs on termination of the contract between us. If you fail to return the equipment to us, we are entitled to charge you for the cost of such equipment in accordance with our Residential T&Cs.
- 1.4 Your contract will start on the day our services are activated..

2. Starting and closing dates

- 2.1 2026 No Price Hike on 24 Months Fibre Promotion is valid from the 24th of February 2026 at 9am until the 29th of March 2026 23:59pm. ('Offer Period') We reserve the right to change or end the promotion before this time at our discretion.

3. Detail of offer

- 3.1 During the offer period, the offer will be No Price Hikes, meaning no annual increases, guarantee for the entire 24 month contract. This includes Gigafast, Megafast and Superfast on a 24 month contract in all our Hey!Broadband connectible areas. In addition there will be promotional prices: Gigafast £28 a month (saving £15 a month), Megafast £26 a month (saving £7 a month) and Superfast £23 a month.
- 3.2 After the 24-month minimum term, your service will continue on a rolling monthly basis at our standard rolling contract price applicable at that time, as set in our Price Guide available at <https://heybroadband.co.uk/legal>

4. General

- 4.1 This deal applies only for consumer customers who are ready to connect during the Promotional Period. It does not apply for customers who pre-order Hey!Broadband's services but such service is not yet available by Hey!Broadband as at the date of these Terms and Conditions.
- 4.2 If you cancel within 14 days under your cooling-off rights, you must return the equipment to us within 14 days of cancellation in accordance with our Residential Terms & Conditions. Equipment must be returned in good condition (using the original packaging where possible). Failure to return may result in charges as per clause 1.3.
- 4.3 We reserve the right to amend these Terms and Conditions and/or withdraw them at any time with or without notice. Any changes will not affect customers who have already signed up under the existing terms.