

Hey! Broadband

HEY! BROADBAND JULY 2025 £40 BILL CREDIT PROMOTIONAL OFFER TERMS & CONDITIONS.

This promotion is valid from the 17th of July 2025 at 9:00am until the 29th of July 2025 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 but if bespoke installation is required, such as digging longer than usual drives to install the fibres, then further charges are payable which we shall quote once we have undertaken a survey. You will have a chance to cancel your order if you do not agree to these further 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 These Terms & Conditions apply to customers signing up for Hey! Broadband services under our 24 month contract July £40 bill credit promotional offer. These offers vary by location and are available only during the promotional period. These T&Cs supplement our standard Residential Terms & Conditions. In case of conflict, these promotional terms shall prevail.

2. Starting and closing dates

- 2.1 This promotion on Gigafast 900, Megafast 400, Superfast 150 runs from 2nd June 2025 at 9:00am until the 17th of July 2025 at 9:00am until the 29th of July 2025 23:59pm ('Promotional Period'). We reserve the right to change or end the promotion before this time at our discretion.

3. Detail of offer

- 3.1 These offers are available only to new customers placing orders during the promotional period. Offers apply only for new customers and Customers' addresses will determine the availability of service in your area. If the contract continues to run for monthly periods beyond the 24-month minimum term, the price per month (from month 25) will revert to the list price advertised for existing customers at that point in time.
- 3.2 Customers must be installed within July to qualify for the bill credit. If installation cannot be completed in July due to the customer rescheduling the appointment or not being present at the time of installation, the bill credit will not be applied.
- 3.3 If a customer contacts us to move their installation date to August, they will no longer be eligible for the bill credit. In the event installation is not possible due to wayleave issues or technical limitations beyond the customer's control, the customer will still receive the bill credit provided all other eligibility criteria are met.

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 of signing the contract with Hey!Broadband will need return our equipment in good condition (in its original packaging).
- 4.3 We reserve the right to amend these Terms and Conditions and/or withdraw them at any time with or without notice.
- 4.4 Hey!Broadband reserves the right at its sole discretion to substitute this Gigafast 900, Megafast 400, Superfast 150 offer promotion of equal or greater value or not replace it at all.
- 4.5 Hey! Broadband products are subject to an annual monthly price increase of £2 every April for the entirety of your contract.