

Hey! Broadband

HEY! BROADBAND TERMS AND CONDITIONS FOR MESH WI-FI

Version 3: Last updated and effective from: August 2025

These terms and conditions apply in addition to Hey!Broadband Residential T&Cs which can be found here: heybroadband.co.uk/res-customer-terms-and-conditions

1. About Mesh Wi-Fi services

- 1.1. Mesh Wi-Fi Services are available only to residential customers who have already purchased a broadband service with us.
- 1.2. When you add Mesh Wi-Fi Services, you will enter into a new minimum commitment period of 12 or 24 months. You will receive a new confirmation email.
- 1.3. The monthly charge for Mesh Wi-Fi is £10 [VAT included] per month if you sign up for a contract between 12-23 months and £7 if you sign up for 24 months [VAT included] per month (in addition to the selected broadband package). The monthly charge for a 1 month Mesh Wi-Fi contract is £100
- 1.4. We will supply you with 2 Super Pods but you can purchase one additional Pod (the cost is included in the [Price Guide](#)).
- 1.5. You can cancel the Mesh Wi-Fi service at any time provided that you give us 30 days' notice. Please see section 22 of our [T&Cs](#).
- 1.6. All Super Pods belong to Hey!Broadband and should be returned to us when the contract for broadband services or Mesh Wi-Fi Services is terminated.

The Mesh WiFi contract must not exceed the remaining duration of the customer's fibre broadband contract. Customers can:

Choose a Mesh WiFi contract that matches the remaining fibre contract length.

Opt for a 1-month Mesh WiFi plan if fewer than 12 months remain and no renewal is made.

2. How does Mesh Wi-Fi services work?

- 2.1. We will send you 2 Super Pods (white, pentagon-shaped devices that plug into a wall socket and has an Ethernet port on the bottom in case you want to hardwire a laptop in) and the HomePass App Subscription will be available for you to download and use.
- 2.2. We will also send you a leaflet with a step-by-step guide for the configuration. Alternatively, our NOC Service team can help you with the set up over the phone.
- 2.3. After deploying the Homepass App, you will need to follow 3 easy steps to set up the mesh network. By following instructions on the app, you will be able to spot the areas of the home where Wi-Fi has the lowest coverage and place the pods there.
- 2.4. The app enables you to control the usage of the devices connected to every pod with some main benefits:
 - Adaptive Wi-Fi (fast, reliable internet for everyone, everywhere in the house)
 - Parental Control (define contents and hours of usage)
 - Home Awareness (turn connected devices into motion sensors while maintaining privacy)
 - Advanced security control (advanced filters to protect your accounts)
- 2.5. If you have any further enquiries, Hey!B Tech Support can help you Mon-Sat 9am-6pm.

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3. Changing your Service

- 3.1. You can change to another broadband Service we offer but you will need to return the pods and you will have to pay an Early Termination Fee (for the Mesh Wi-Fi service) that will be calculated by the Customer Services team.

4. How can you end Our Agreement

- 4.1. You have the legal right to cancel Our Agreement within the period of 14 days starting from the day after we activate your Mesh Wi-Fi Services [see - [section 10 T&Cs](#)]. After the 14 days cooling off period, you can end our Agreement (or any Service we provide you under it) but you'll need to give us 30 days' notice. You can let us know by email or use the Cancellation and Termination Form on our Website – we'll also include a link to this form in your Service Confirmation Email.
- 4.2. During this notice period, we'll carry on providing your Service and charging you for it.
- 4.3. If you're within the minimum commitment period for your Service at the time it ends, you'll have to pay an Early Termination Charge [see - [section 17.8 of our T&Cs](#)]. We'll let you know how much this will be when you tell us you want to end your Service.

5. Return of the Equipment

- 5.1. When Our Agreement ends for any reason or you downgrade your Service, you must return our equipment (which will include our router, cables, Super Pods and any other equipment we provided you with to connect to our network via our socket unless we've specifically asked you (by email and/or text message) to leave it at your property. You must do this within 15 days of service termination.
- 5.2. If you're required to return any of our equipment to us under section 5.1, you should send it to: unit 1, Earl House, Hayes End Road, Hayes UB4 8EH COA Warehouse. This address is Delteq's, Hey!Broad band's partner. If you do return the equipment within 14 days of our Agreement ending but it's no longer in good working order, we can charge you for its reduction in value, up to the full amount of its cost. [see - [Equipment & Apparatus Fee](#)].