

Hey! Broadband

HEY! BROADBAND NORTON™ 360 DELUXE PROMOTIONAL OFFER TERMS & CONDITIONS.

This promotion is valid from the 12th of January 2026 at 9:00am until the 1st of February 2026 23:29pm.

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 on our Gigafast 900 across 24-month and 12-month contracts. 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.
Please note: You will only receive the Norton™ 360 Deluxe free 12-month subscription after successful installation.

2. Starting date

- 2.1 This promotion is valid from the 12th of January 2026 at 9:00am until the 1st of February 2026 23:29pm ('Promotional Period'). We reserve the right to change or end the promotion at our discretion.

3. Detail of offer

- 3.1 Norton™ 360 Deluxe is available free of charge to new customers only during the promotional period. Eligibility requires the successful installation of Gigafast 900 on a 24-month or 12-month contract. Following installation, Norton™ 360 Deluxe activation keys will be sent to the email address provided at checkout.
- 3.2 Upon installation of Norton™ 360 Deluxe, a free 12-month subscription will commence, which includes real-time scam and threat protection, parental controls, secure VPN, 50GB cloud backup, and additional security features across eligible devices.

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. Service availability is dependent on the customer's address.
- 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. Hey!Broadband reserves the right, at its sole discretion, to substitute the free 12-month subscription Norton™ 360 Deluxe promotion with an offer of equal or greater value, or to withdraw the promotion entirely without replacement.
- 4.4 Hey!Broadband products are subject to an annual monthly price increase of £2 every April for the entirety of your contract.