Hey!
Broadband

HEY! BROADBAND ONE TOUCH SWITCH (OTS) £100 BILL CREDIT PROMOTIONAL OFFER TERMS & CONDITIONS.

These T&Cs have been updated as of 07/08/2026.

This promotion is valid from the 10th of December 2025 at 9:00am.

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 during the promotional period as described below 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 provide leased broadband equipment as part of the installation. This equipment must be returned in accordance with our Residential T&Cs upon termination of your contract. If you fail to return the equipment, we may charge you the replacement cost in accordance with the Residential T&Cs.

1.4 These Terms & Conditions apply to customers signing up for Hey! Broadband services on our Gigafast 900, Megafast 400, and Superfast 150 plans, on 24-month contracts only, when using the One Touch Switch (OTS) process and claiming the £100 bill credit promotional offer. Our OTS bill credit excludes rolling 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. This promotion is not available on 12-month or 30-day rolling contracts. Please note: You will only receive the bill credit after you have passed the 14 day cooling-off period which begins from your installation date. Your contract will start on the day our services are activated. If you cancel your contract within the first 14 days, you will not be eligible to receive the bill credit on your Hey!Broadband account.

2. Starting date

2.1 This promotion is valid from the 10th of December 2025 at 9:00am ('Promotional Period'). We reserve the right to change or end the promotion at our discretion. Customers who do not complete their order using the One Touch Switch process will not be eligible for the £100 bill credit.

3. Details of the offer

The offer is available to new customers only during the promotional period. Eligibility requires switching to Hey!

3.1 Broadband via the One Touch Switch feature at checkout. Service availability is subject to the customer's address.

3.2 The £100 bill credit will be applied to the customer's Hey! Broadband account within 30 days after the expiry of the 14-day cooling-off period. The bill credit is non-transferable, non-refundable, and cannot be exchanged for cash.

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).

We reserve the right to amend these Terms and Conditions and/or withdraw them at any time with or without notice.

4.3 Hey!Broadband reserves the right, at its sole discretion, to substitute the OTS bill credit 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 price increase of £2 per month each April for the duration of your contract.