

Hey! Broadband

HASSLE-FREE WI-FI TERMS AND CONDITIONS

Version 1: Last updated and effective from March 2025

These terms and conditions apply to Hey!Broadband Residential

About Hassle-Free WiFi Services

1. Hassle-Free WiFi Services are available only to residential customers who have purchased a Hey!Broadband broadband service.
2. Hassle-Free WiFi is currently compatible with selected Hey!Broadband broadband packages including Gigafast 900.
3. When you add Hassle-Free WiFi Services you will enter into a 12-month or 24-month minimum commitment period for this add-on service.
4. The monthly charge for Hassle-Free WiFi is £9 per month in addition to your broadband subscription.
5. Hassle-Free WiFi includes the installation of WiFi extenders by a Hey!Broadband engineer to improve wireless coverage throughout your home
6. The number of WiFi extenders installed will be determined by the engineer during the installation visit based on the layout and size of your property.
7. The Hassle-Free WiFi service fee is waived for new customers who buy this service jointly with Gigafast Fibre.
8. In the case that a customer wants to add Hassle-Free WiFi mid-contract, it will incur a set-up fee of £39.
9. A maximum of three (3) WiFi extenders may be installed as part of the Hassle-free WiFi service. The main router or primary WiFi device is not installed in this limit.
10. Typical extender recommendation may include: One extender for homes with 1-2 bedrooms. Two extenders for homes with 2-3 bedrooms. Three extenders for homes with 3-5 bedrooms. These recommendations are indicative and the final decision will be made by the engineers during installation.
11. Installation of more than three WiFi extenders may require additional approval and may incur additional charges.

Equipment

1. All extenders provided as part of the Hassle-free WiFi service remain the property of Hey!Broadband.
2. The equipment is provided to you for use only while you remain an active Hey!Broadband customer and subscribe to the Hassle-Free WiFi service.
3. You must not tamper with, relocate or modify the installed equipment without the agreement of Hey!Broadband.
4. WiFi extenders should remain in the locations where they were installed by the Hey!Broadband engineer to ensure optimal performance.
5. If equipment is moved, disconnected or interfered with by the customer Hey!Broadband cannot guarantee the performance of the Hassle-Free WiFi service.
6. When your broadband service or Hassle-Free WiFi service ends, you must return the WiFi extenders to Hey!Broadband in accordance with the instructions provided.
7. If the equipment is not returned, or is returned damaged beyond normal wear and tear, Hey!Broadband may charge you for the replacement cost of the equipment.

How Hassle-Free WiFi Services Work

1. A Hey!broadband engineer will visit your property to assess the layout and determine the optimal placement of WiFi extenders to improve wireless coverage.
2. The engineer will install the WiFi extenders in locations that provide the best possible signal coverage throughout your home.
3. Hassle-Free Wifi is designed to reduce WiFi blackspots and improve wireless performance across multiple rooms and connected devices.
4. WiFi performance may vary depending on property layout, building materials, interference from other wireless devices and the number of connected devices.
5. Hassle-Free WiFi improves wireless coverage within the home but does not guarantee that maximum broadband speeds will be achieved in every room.