

# Broadband

## New Customer January 2024 Promotional Offer Terms & Conditions

1. For eligible new Broadband customers who also take Energy and sign up between 10:00 on 4 January 2024 and 23:59 on 31 January 2024, subject to the terms below, a Multiservice Credit will be added to their account for a maximum of 18 months.
2. To be eligible a customer must:
  - a. be a new UW customer signing up to Broadband (Ultra, Fibre 40 or Full Fibre 100 only) and take at least Energy at the same time;
  - b. be the owner and occupier (homeowner) of the supply address;
  - c. have their Broadband service go live within 60 days of signing up to UW;
  - d. have the same Broadband or another type of promotional Broadband - Ultra, Fibre 40 or Full Fibre 100 - and Energy live on their account, and the same supply address, for the duration of the initial 18 month period in which the Multiservice Credit is available; and
  - e. not have debt on their account or services disconnected or barred.
3. Where a customer takes Ultra or Fibre 40 with Energy, the £19.99 a month for Ultra or Fibre 40 is made up of a broadband tariff price of £24 less a Multiservice Credit of £4.01. Where a customer takes Ultra or Fibre 40 with Mobile and Energy, the £19.99 for Ultra or Fibre 40 is made up of a broadband tariff price of £21.60 a month less a Multiservice Credit of £1.61.
4. Where a customer takes Full Fibre 100 with Energy, the £26.99 a month for Full Fibre 100 is made up of a broadband tariff price of £31 less a Multiservice Credit of £4.01. Where a customer takes Full Fibre 100 with Mobile and Energy, the £26.99 a month for Full Fibre 100 is made up of a broadband tariff price of £27.90 less a Multiservice Credit of £0.91.
5. This promotion applies to the standard monthly charge only. Where a customer needs a new line installed an additional installation fee of £1 per month will also be charged. Calls, P&P and other charges also apply. See [residential tariffs and charges](#) for detail.
6. Where a customer makes a change to their UW account which impacts the value of the Multiservice Credit: (i) the Multiservice Credit will be adjusted and applied from the start of the bill period; and (ii) any new tariff price will be applied and calculated on a pro-rated basis during the bill period in which the change took place.
7. The Multiservice Credit will only be applied for the initial 18 month term from the date of sign up. This includes circumstances where a customer switches to another type of promotional Broadband (Ultra, Fibre 40 or Full Fibre 100).
8. If a customer rennumbers their Ultra Broadband or transfers their Broadband service to another account, the Multiservice Credit will no longer be applied.
9. The promotion is not available to customers where the supply address is already or was previously supplied by UW.
10. If a customer does not meet the criteria set out in these terms or is in breach of the [Residential Products & Services terms](#) the Multiservice Credit will no longer be applied.
11. Where a service is cancelled within the minimum contract term, early termination fee(s) will be charged.

12. After 18 months the Multiservice Credit will no longer be applied and standard broadband prices will apply. Standard prices are subject to change, as at January 2024 the standard prices are:
  - a. Ultra broadband £35.99 per month
  - b. Fibre 40 broadband £35.99 per month
  - c. Full Fibre 100 broadband £40.00 per month
13. Broadband is subject to availability. Fibre 40 and Full Fibre 100 do not include a home phone.
14. One Multiservice Credit per account and per customer.
15. UW reserves the right to modify, amend or remove the promotional offer, in its entirety, at any time.
16. UW will handle your personal data in accordance with our Privacy Notice at [uw.co.uk/legal/privacy-customer](https://uw.co.uk/legal/privacy-customer).
17. Promoter: Utility Warehouse Limited (UW), Network Hq 508 Edgware Road, The Hyde, London, NW9 5AB.