

# Broadband

## 12 month recontracting

### Terms & Conditions

These terms should be read together with the Residential Products & Services terms and any other relevant terms and conditions as set out at <https://uw.co.uk/legal/terms-conditions>, to the extent that the terms contradict these terms shall take priority.

### Eligibility

1. To be eligible for the promotion a customer must:
  - a. be an existing residential (non-business) Broadband customer;
  - b. be a 3 Bundle Service or 4+ Bundle Service customer (as defined in the Residential Products & Services terms);
  - c. have been signed up by a Partner;
  - d. be the owner and occupier (homeowner) of the supply address; and
  - e. not have debt on their account.
2. All customers must call our Sales team to confirm their eligibility and sign up for the promotion.
3. If a customer moves home or has their Broadband service disconnected due to debt, the price charged may change. In these cases, the customer will start a new 18 month contract.
4. If the customer ceases to be a 3 Bundle Service or 4+ Bundle Service customer we reserve the right to withdraw the promotion after which the customer shall pay our standard pricing for the remainder of their contract (as set out in the table in 5 below).

### Pricing

5. Eligible customers shall be contracted for an additional 12 months on the pricing set below (or as otherwise communicated by UW from time to time):

Tariff	Recontracted Price	Out of contract (after 12 months subject to change)
Ultra/Fibre 40	£33.00	£38.00
Ultra+/Fibre 80	£37.00	£42.00
Full Fibre 100	£35.00	£40.00
Full Fibre 500	£42.00	£47.00
Full Fibre 900	£47.00	£52.00

6. All other relevant charges can be found in our [Residential Tariff Guide](#).

### Cooling Off and Termination

7. For information on your right to terminate your contract early please refer to clause 4.12 of the Residential Products & Services terms available at <https://uw.co.uk/legal/terms-conditions>.
8. Termination outside of any relevant cooling off period during the 12 month recontracting term may incur early termination fees as set out in our [Residential Tariff Guide](#).