

Broadband

6 months free full fibre broadband

Terms & Conditions

These terms should be read together with any relevant product terms and conditions as set out on <https://uw.co.uk/legal/terms-conditions>

Eligibility

1. To be eligible for the promotion a customer must:
 - a. be a residential (non-business) customer;
 - b. take at least one of our Boiler Cover, Energy or Mobile services alongside a full fibre Broadband service (Home Insurance excluded);
 - c. be within a CityFibre eligible area and take Full Fibre 100 or Full Fibre 500;
 - d. not have an existing UW Broadband service;
 - e. not have an existing CityFibre broadband connection with another supplier;
 - f. be the owner and occupier (homeowner) of the supply address;
 - g. have their Broadband service go live within 60 days of signing up to UW; and
 - h. not have debt on their account.
2. Existing non-Broadband customers must call 0333 777 0777 to confirm their eligibility and sign up for the promotion.
3. Eligible customers will enter into an 18 month contract however will pay £0 for the first 6 months of their contract. At the end of the 18 months the customer will be put onto our standard rates.
4. Offer excludes Whole Home Wifi, each eero device costs an additional £2.50 per month and a minimum of two eero devices are required for Whole Home Wifi plus a £5.99 delivery charge. Non-return of these devices will incur a fee.
5. A customer will not be eligible for this promotion if they move home or have their Broadband service disconnected due to debt. In these cases, the customer shall pay our standard pricing at any new address, or if the service has to be reconnected.
6. If the customer's other eligible service (as defined in 1(b)) ceases to be active we reserve the right to withdraw the promotion after which the customer shall pay our standard pricing for the remainder of their contract.

Termination

7. If eligible, termination of a customer's Broadband service within 6 months of the connection date of their Broadband service will incur no early termination fees, **however note that:**
 - a. any other service the customer has taken shall incur early termination fees as set out in the relevant service terms and conditions; and
 - b. Any multiservice discounts applied to a customer's other services may be removed.
8. For termination after 6 months but within 18 months the current terms apply as set out in our [Residential Tariff Guide](#). For Full Fibre 100 and Full Fibre 500 this is the remaining monthly charges discounted (less 20%) and a £10 disconnection fee.