

NFU Cumbria member offer from 1st May 2024 to 20th February 2025

Subsidised Programme

| Broadband Package | Full Fibre 500 (500 Mb) | Full Fibre 1000 (1Gb) |
|-----------------------------|----------------------------|------------------------------|
| Standard Monthly Price | £34.99 | £59.99 |
| Promotion Monthly Price | £28.99 | £33.99 |
| Total Home Wi-Fi Guarantee* | ✓ | ✓ |
| Standard Equipment Included | 2 Amazon eero 6+ routers | 2 Amazon eero Pro 6E routers |

Commercial Programme

| Broadband Package | Full Fibre 500 (500 Mb) | Full Fibre 1000 (1Gb) |
|-----------------------------|----------------------------|------------------------------|
| Standard Monthly Price | £34.99 | £44.99 |
| Promotion Monthly Price | £28.99 | £33.99 |
| Total Home Wi-Fi Guarantee* | ✓ | ✓ |
| Standard Equipment Included | 2 Amazon eero 6+ routers | 2 Amazon eero Pro 6E routers |

Add-ons for all Full Fibre plans (as priced) visit [Full Fibre T&Cs](#)

- Eero 6+router
- Eero Pro6E router
- Fibrus Talk (VoIP)
- Static IP

*Total Home Wi-Fi Guarantee

What is the Total Home Wi-Fi guarantee?

- At least 10Mbps download speed in every eligible room - see qualification criteria below.
- Troubleshooting and support from Fibrus to optimize router placement and speed.
- One additional Amazon eero router will be provided at no additional cost (same router as per the Full Fibre broadband package purchased), if needed.
- An engineer visit, if required after receiving an additional router, to optimize the customer's service.
- If 10Mbps still cannot be achieved in every eligible room, then provided the customer has followed any reasonable instructions given by Fibrus, the customer may cancel the contract within 30 days after the engineer's visit, and without attracting any early contract termination fees.
- However, the customer must still pay for (i) any broadband services provided up to the point of cancellation; and (ii) any non-standard installation works.

What are the qualifying criteria for the Total Home Wi-Fi guarantee?

- Up to 5 bedrooms.
- Up to 3 reception rooms.
- No basements, cellars or below street level rooms.
- Main dwelling house only, no outbuildings, sheds, or garden rooms.
- Any structural changes or extensions to the home after the broadband package is purchased are not covered.
- Total property area not to exceed 3000 square feet.
- Customer must agree to technical home visit from a Fibrus engineer if required to optimise your Wi-Fi service.
- Any additional reasonable criteria or requirements stipulated by Fibrus from time to time.

Terms & Conditions

1. In order to qualify for this offer, you must be, and remain during your broadband contract, an NFU member. The offer is available to rural dweller and farmer/grower NFU members only (limited to residential and small businesses) and is restricted to one broadband package per membership. The offer is available only to the NFU member's household provided the address is accepted by Fibrus as being proximate to the NFU membership. The offer is not transferrable or assignable.
2. A 24-month contract term is required.
3. You will first need to check if Fibrus broadband is available in your area. Broadband availability can be checked on our website checker <https://www.fibrus.com/> or by calling us on 028 90 993230.
4. The offer, and its continuation during the contract term, is conditional on proof of your NFU membership. Fibrus will also cross check its records against NFU's membership records from time to time.
5. The discounted price will be applied automatically to your monthly broadband plan for the duration of your contract, subject to paragraph 6 below.
6. The offer excludes add-ons (e.g. additional routers, anytime unlimited call package plan, VOIP services and static IP) which will incur the normal monthly charges at the prevailing rate(s) during the full term of your contract. The monthly cost of any add-ons ordered will be incorporated into your broadband package service plan.
7. You may upgrade your broadband package but will be required to start a new 24-month Full Fibre contract.
8. If there is a break in your NFU membership during the contract term:
 - the price of your broadband package will revert to our then standard price, which will be applied automatically to your monthly service plan from the next billing date following the month in which the break occurs; but
 - the offer (if still valid) will be re-applied to your monthly service plan from the next monthly billing date following that in which Fibrus is satisfied that your NFU membership has resumed.
9. The offer is valid only during the period stated at the top of these terms & conditions. It will be reviewed by NFU and Fibrus and it may be extended and/or renewed by agreement between the parties. Up to date details can be found at <https://fibrus.com/nfu>
10. If the offer is no longer valid at the date you sign up as a Fibrus customer or, if there is a break in your NFU membership, when your membership resumes, then no discount will be available.
11. At the end of the contract term, the price of your broadband package will change to our then out of contract monthly price, subject to any available Fibrus-NFU member broadband offers at that time, see [Full Fibre T&Cs](#).
12. A standard customer broadband installation is assumed. Additional charges may apply to non-standard broadband installations.
13. This promotion cannot be used in conjunction with any other Fibrus broadband plan or promotion.
14. Fibrus' normal customer terms and conditions will apply to all broadband contracts.
15. All equipment supplied remains the property of Fibrus. The eero router equipment will be provided when the service is installed.
16. Fibrus will use your personal information only in accordance with our terms and conditions and our Processing Notice (Consumer) at <https://www.fibrus.com/privacy>