

## Fibrus Black Friday Sale 2024 Residential Customer Promotion Event

Offer valid in Fibrus network areas (excluding Off-net postcodes\*)

Offer from 4<sup>th</sup> November 2024 to 15<sup>th</sup> December 2024, both dates inclusive

### Subsidised Programme

Broadband Package	Full Fibre 100 (100Mb)	Full Fibre 500 (500 Mb)	Full Fibre 1000 (1Gb)	Full Fibre 2000 (2Gb)
Standard Monthly Price	£29.99	£34.99	£59.99	£129.99
Promotion Monthly Price	£19.99	£24.99	£34.99	£59.99
Total Home Wi-Fi Guarantee	x	✓	✓	✓
Standard Equipment Included	1 Amazon eero 6+ router	2 Amazon eero 6+ routers	2 Amazon eero Pro 6E routers	2 Amazon eero Pro 6E routers

### Commercial Programme

Broadband Package	Full Fibre 100/150 (100/150Mb)	Full Fibre 500 (500 Mb)	Full Fibre 1000 (1Gb)	Full Fibre 2000 (2Gb)
Standard Monthly Price	£24.99	£29.99	£44.99	£129.99
Promotion Monthly Price	£19.99	£24.99	£34.99	£59.99
Total Home Wi-Fi Guarantee	x	✓	✓	✓
Standard Equipment Included	1 Amazon eero 6+ router	2 Amazon eero 6+ routers	2 Amazon eero Pro 6E routers	2 Amazon eero Pro 6E routers

Full Fibre 2000 is subject to availability in your area.

\*Off-net postcodes include BT9, BT11, BT12, BT13, BT14 & BT15

Add-ons for all Full Fibre plans (as priced) visit our [Price Guide](#)

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

#### *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 W-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 does not 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. You'll first need to check if Fibrus broadband is available at your address, To do this, please visit the website at [www.fibrus.com](http://www.fibrus.com) or call us on 028 9099 3230.
2. In order to qualify for this offer, you must be a new customer and have an accepted sales order for Fibrus broadband during the offer period.
3. An 18-month minimum contract term is required from the date your broadband is connected.
4. The offer is valid only during the period stated at the top of these terms & conditions.
5. If the offer is no longer valid at the date you sign up as a Fibrus customer, then no discount will be available.
6. At the end of the contract term, the price of your broadband package will change to our then out of contract monthly price, see our [Price Guide](#)
7. The discount excludes add-on service costs (e.g. anytime unlimited call package plan and VOIP services) which will incur the normal monthly charges at the prevailing rate(s) during the full term of your contract.
8. This promotion cannot be used in conjunction with any other Fibrus broadband plan or promotion.
9. Fibrus' normal residential customer terms and conditions will apply to all broadband contracts.
10. Fibrus will use your personal information only in accordance with our terms and conditions, see our [Processing Notice \(Customer\)](#)