

## Fibrus Broadband – ‘Refer a Friend’ Customer Promotion

Effective 15 December 2025 to 1 March 2026 (both dates inclusive)

### Terms & Conditions

The following conditions will apply to the ‘Refer a Friend’ promotion:

1. The promotion is open to any current Fibrus Broadband customer (**you**) referring a friend or family member (the **referent**) who becomes a Fibrus Broadband customer, during the promotion period.
2. Provided you and the referent satisfy these terms & conditions, you will receive a £100 Amazon eGift Card. The referent will receive the (new customer) introductory offer available during the dates above.
3. You can introduce as many referents as you wish, but you cannot refer yourself or your household.
4. The offer is limited to one Amazon eGift Card for you per broadband connection. Where more than one customer makes the same referral, only the customer who first made the referral will qualify for the Amazon eGift Card.
5. On the date the referent qualifies for their Amazon eGift Card, you will qualify for your Amazon eGift Card provided you are an existing connected Fibrus Broadband customer, your account is not in arrears, and you are not in breach of your Fibrus Broadband contract.
6. The referent (and their household) must be a bona fide new (first time) customer. The offer is not available where a referent (or their household) is an existing, renewing or returning customer (who have been Fibrus customers in the 12 months prior to their referral) or in any case where customer accounts are switched between persons in the same broadband connected household or premise.
7. Our broadband packages and services are listed on our website at <https://fibrus.com/>. It is worth first checking to make sure the referent can receive Fibrus broadband.
8. Please note that Fibrus Broadband’s Full Fibre Essential package is excluded from this promotion.
9. You must make the referral via the dedicated ‘Refer a Friend’ web page ([www.fibrus.com/refer](http://www.fibrus.com/refer)), which you will require an access code which is available from Fibrus Broadband on 02890993230.
10. To refer a friend or family member, you will need to enter their name, postcode, house number, mobile phone number and email address. You must have the referent’s permission to give us this information so that we can contact them to sign them up for our products and services. Before making a referral, please direct the referent to our Processing Notice at: <https://www.fibrus.com/privacy>.
11. The referent must follow the instructions outlined in the follow up communications from Fibrus Broadband and wait until they are contacted by Fibrus Broadband to complete their broadband order.
12. If you make a referral, or the referent places an order, outside the stipulated process then the offer will be invalidated.
13. The referent must not have cancelled their Fibrus Broadband contract during the 14-day cooling-off period following activation of their Fibrus Broadband service.
14. Fibrus Broadband will email the Amazon eGift Card to you once the qualifying conditions above have been satisfied. This will happen within 8 weeks of activation of the referent’s broadband service.
15. Help and guidance about how to activate and spend your Amazon eGift Card, frequently asked questions and your card terms & conditions can be found at [www.amazon.co.uk](http://www.amazon.co.uk).
16. No cash alternative is offered in place of the Amazon eGift Card.
17. This referral scheme cannot be used in conjunction any other referral scheme operated by Fibrus Broadband.
18. If the promotion is no longer valid when the referent becomes a Fibrus Broadband customer, then no Amazon eGift Card will be available to you.