

Switching Early: Contract Buy Out Scheme - terms & conditions

1. To be eligible for our Contract Buy Out Scheme, you must be in a broadband contract with another provider and are switching early to Fibrus Broadband.
2. You (which includes your household at the same or previous address) must genuinely either be:
 - a. a new customer; or
 - b. are a returning customer with not less than a 3 month break in your previous Fibrus broadband services at the same or previous address(es).
3. Additionally, to be eligible for our Contract Buy Out Scheme:
 - a. your (your household's) previous Fibrus broadband account(s) must not have been in arrears;
 - b. your (your household's) account or services must not have been previously restricted or suspended for breach, or terminated by us for breach of agreement; and
 - c. you must, in our view, be acting in good faith and in a manner which is consistent with how we intend the Buy Out Scheme to operate – i.e. you must not be unfairly exploiting our Contract Buy Out Scheme to gain an advantage contrary to its intended purpose.
4. We will provide a payment contribution up to a maximum value of £400 towards any early termination fees for your current broadband contract.
5. If your final bill from your broadband provider is over £400 you will be responsible for covering the excess amount yourself.
6. Our payment contribution is for broadband services only, and not for other add-ons, unpaid bills for subscriptions, mobile charges or late payment fees.
7. Once you've placed your order, you'll need register your claim at [Fibrus existing contract buy out](#).
8. You will need to send us the final bill from your broadband provider, showing the early termination fee. Evidence that you have paid this bill should be available upon request. The bill must be for the same name and address as the name and address on your Fibrus Broadband subscription.
9. You must submit a full, complete and accurate claim within 40 days of your Fibrus Broadband services commencing.
10. You must be installed with Fibrus Broadband and not have cancelled your contract during the cooling off period (14 days from connection date), and have an operative direct debit enabled on your Fibrus account and have paid your first month's bill to us before we will make any payment contribution.
11. We will make payment to same bank shown on your account.
12. The Contract Buy Out Scheme is only available for Fibrus Broadband contracts with a minimum term of 18 months and above.
13. In the event your contract ends early (other than because of our breach which we have accepted), we will be entitled to a refund of the buy out payment on a pro rata basis for any months remaining on your contract at the date of termination, calculated as follows: amount of the buy out payment divided by the number of months in your contract term, multiplied by number of complete months remaining on your contract at the date of termination.
14. Our normal [terms & conditions](#) will apply to all broadband contracts.
15. We may amend or withdraw the Contract Buy Out scheme at any time.