

## Fibrus Flash Sale 2026 Residential Customer Promotion Event\*

Promotion runs from 14 July to 31 August 2026, both dates inclusive

\* The offer is available through our in-person Fibrus Broadband field sales channel only. The offer is not available through our telephone or online sales channels.

Broadband Package	Full Fibre 150 (150Mb)	Full Fibre 500 (500 Mb)	Full Fibre 1000 (1Gb)
Maximum Standard Monthly Price	£34.99	£39.99	£44.99
Maximum Promotion Monthly Price	£19.99	£29.99	£39.99
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

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 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 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. The promotion is valid only during the period stated at the top of these terms & conditions.
2. You'll first need to check if Fibrus Broadband is available at your address. To do this, please visit our website at [www.fibrus.com](http://www.fibrus.com) or call us on 028 9099 3230.
3. You (which includes your household) must genuinely either be a new customer or 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).
4. You must have an accepted sales order for Fibrus Broadband during the offer period.
5. Your (your household's) previous account must not be in arrears and at the date you left your services must not have been restricted or suspended by us for breach or terminated by us for breach of agreement.
6. An 18-month minimum contract term is required from the date your broadband is connected.
7. If the offer is no longer valid at the date you sign up as a Fibrus customer, then no discount will be available.
8. 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](#).
9. 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.
10. This promotion cannot be used in conjunction with any other Fibrus broadband plan or promotion.
11. Fibrus' normal residential customer terms and conditions will apply to all broadband contracts.
12. Fibrus will use your personal information only in accordance with our terms and conditions, see our [Processing Notice \(Customer\)](#).

#### 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.