

Be Fibre Ltd – November Promotion Terms and Conditions

Promoter: Be Fibre Ltd, Unit 1, Sankey Valley Industrial Estate, Junction Lane, Newton-Le-Willows, WA12 8DJ (“BeFibre”).

1. Promotion Overview

This promotion offers special pricing for new customers who sign up for a 12-month and 18-month contract on BeFibre’s 900Mbps and 2300Mbps broadband plans (“Promotion”). The Promotion is valid during the Offer Period.

2. Promotional Pricing

900Mbps Plan: £16 per month for the first 3 months, followed by the standard rate applicable at the time of sign-up for the remaining 9 months of the 12-month contract and 15 months of the 18-month contract.

2300Mbps Plan: £25 per month for the first 3 months, followed by the standard rate applicable at the time of sign-up for the remaining 9 months of the 12-month contract and 15 months of the 18-month contract.

Definitions

- 2.1 Be-Guarantee: The customer’s right to terminate their Service Agreement if you have a technical issue we cannot fix, and the customer has given BeFibre a reasonable chance to resolve this within 30 days after the installation without incurring any termination fees, provided that BeFibre is notified within 10 days after the end of this period. Details of the Be-Guarantee can be found at [BeFibre’s terms and conditions](#).
- 2.2 900Mbps Broadband Product: The Be900 product provided by BeFibre under a 12-month and 18-month contract.
- 2.3 2300Mbps Broadband Product: The Be2300 product provided by BeFibre under a 12-month and 18-month contract.
- 2.4 Commitment Date: The first date when all of the following have occurred:
 - 2.4.1 Completion of an Order.
 - 2.4.2 The broadband product has been installed in accordance with the Service Agreement.
 - 2.4.3 The customer has set up a direct debit with BeFibre.
 - 2.4.4 The Be-Guarantee period has expired without the customer exercising the right to cancel.
- 2.5 Completion: The point at which the customer agrees to purchase the broadband product, enters into a Service Agreement, provides payment details, and receives confirmation from BeFibre.
- 2.6 Customer: The person who enters into a Service Agreement with BeFibre.
- 2.7 Offer Period: The duration from November 4, 2024, to December 2, 2024, during which the offer is valid.
- 2.8 Order: An agreement for one or more broadband products under a Service Agreement for at least 12 months.
- 2.9 Promotional Period: means the first 3 months of the Service Agreement for the 900Mbps plan and 2300Mbps plan.
- 2.10 Service Agreement: An agreement including the Standard Terms and Conditions, between the customer and BeFibre for the provision of broadband services.

- 2.11 Standard Pricing: BeFibre's standard pricing for its products and services which can be found on its website: <https://www.be-fibre.co.uk/>
- 2.12 Standard Terms and Conditions: BeFibre's standard terms and conditions which can be found: <https://www.be-fibre.co.uk/legal/overview/>

3. Eligibility

Eligibility Requirements:

- 3.1 The Promotion is open only to UK residents aged 18 or over.

- 3.2 The Promotion is only open to new BeFibre Customers.
- 3.3 Customers must complete the Order via BeFibre's website during the Offer Period.
- 3.4 Customers must agree to enter into a Service Agreement with BeFibre for at least 24 months.
- 3.5 A direct debit setup must be completed within 11 days of installation.
- 3.6 Customer must live in a property where the Services are available.
- 3.7 The right to cancel under the Be-Guarantee must not be exercised within the applicable period.

4. Conditions and Limitations

- 4.1 Only one promotional entry per household is allowed.
- 4.2 Orders not completed by the closing date will not be eligible for the Promotion.
- 4.3 The offer is not available unless the Commitment Date is reached.
- 4.4 BeFibre may require proof of eligibility and reserves the cancel an Order or retract a Customer's eligibility for the Promotion for breaches of these terms.
- 4.5 All Orders are subject to BeFibre's Standard Terms and Conditions.
- 4.6 This Promotion may not be used in conjunction with any other BeFibre offer or promotion.

5. Payment and Billing

- 5.1 The promotional price will be reflected in the Customer's bills for the Promotional Period. Subsequent bills will show Standard Pricing.
- 5.2 Payments must be made in accordance with BeFibre's Standard Terms and Conditions.

6. Service Availability

The availability of the 900Mbps plan may vary depending on the Customer's location. Service availability and therefore eligibility pursuant to paragraph 4 of these terms and conditions will be confirmed during the sign-up process.

7. Data Protection and Publicity

BeFibre is committed to protecting your privacy. Personal data provided in connection with this offer will be processed according to BeFibre's Privacy Policy, available on the BeFibre website.

8. Modification and Termination

BeFibre reserves the right to modify or terminate this Promotion at any time without prior notice. Customers already benefiting from the Promotion are unaffected by these terms and conditions.

9. Governing Law

These terms and conditions are governed by English law. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the English courts.

For more information or if you have any questions, please contact support@be-fibre.co.uk.