

# TERMS OF REFERENCE

## 3 Months Free Service Offer

### 2025 Promotion Specific Terms of Reference

1. This offer is available where You are a new customer of Ours and You sign up to a new landline Service, consumer/professional broadband Service or post-paid mobile Service with Us for a Minimum Contract Period of 24 months (each an “Eligible Service”) during the period 1 January 2025 to 31 March 2025 (the “Promotional Period”).
2. Where You sign up to an Eligible Service for a Minimum Contract Period of 24 months during the Promotional Period, You will be entitled to receive the first 3 months’ use of the Eligible Service for free (the “Offer”), subject to the terms of reference below in relation to the selected Service(s). You may cancel the Eligible Service during the first 3 months of the Minimum Contract Period without penalty. However, after this 3-month period expires, the Minimum Contract Period shall apply and You will be liable to pay all Service Charges for the Eligible Service for the balance of the Minimum Contract Period.
3. Where You sign up to a landline Service with the Offer, You shall be entitled to free standard connection (although engineer visits shall be chargeable) and Your base plan free of monthly rental charges for the first 3 months of the Minimum Contract Period. The Offer does not include any optional landline bolt-ons which shall be chargeable.
4. Where You sign up to a broadband Service (and either a copper or fibre broadband Service in Guernsey) for a Minimum Contract Period of 24 months, You shall be entitled to receive a free router and the Service free of monthly rental charges for the first 3 months of the Minimum Contract Period.
5. Where You sign up or port over to a post-paid mobile Service for a Minimum Contract Period of 24 months, You shall be entitled to receive the Service free of monthly rental charges for the first 3 months of the Minimum Contract Period. However, You shall still be liable for all other Service Charges, including out of bundle usage charges.
6. The Offer is non-transferable and non-refundable and You cannot receive cash, or an alternative item, in place of the Offer.
7. You shall be subject to a full verification process and the Offer may not be claimed without valid confirmation by Us as to Your identity. Our decision in this regard shall be final. We reserve the right to modify or cancel this Offer at any time without prior notice. You shall not be eligible for this Offer where You are an existing customer and cancel Your Service then re-sign up to an Eligible Service in order to take advantage of the Offer.
8. Where You become eligible to connect to the Guernsey fibre network, You may migrate the relevant Eligible Service to the Guernsey fibre broadband Service free of charge and continue to receive the Offer.
9. For the avoidance of doubt, where You are a Lifeline customer and are not eligible to make changes to Your landline Service, You are entitled to receive the Guernsey fibre broadband Service free of charge for 3 months where You choose to move Your broadband Service to Our Guernsey fibre broadband Service.
10. Where You sign up for an Eligible Service, You may upgrade Your Service during the Minimum Contract Period at any time. However, You may not subsequently downgrade Your Service during the Minimum Contract Period. Where You sign up for a Service and You downgrade or cancel that Service during the Minimum Contract Period, You will be liable to pay all Service Charges for that Service for the balance of the Minimum Contract Period.
11. The Multiple Service Discount (as described here: [https://www.jtglobal.com/wp-content/uploads/Multiple-Services-Discount\\_ToR\\_FINAL.pdf](https://www.jtglobal.com/wp-content/uploads/Multiple-Services-Discount_ToR_FINAL.pdf)) will be applicable where You are signed up to the three constituent Services, notwithstanding the fact that You are entitled to receive one or more of such Services free of monthly rental charges for 3 months as part of this Offer.
12. These terms of reference are in addition to Our exchange line Service terms and conditions, post-paid mobile Service and/or Our Data Service terms and conditions (as applicable), which are available online at <https://www.jtglobal.com/global/terms-conditions/>.

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13. Any capitalised term not defined in these terms of reference shall have the meaning given to it in the definitions terms and conditions: <https://www.jtglobal.com/wp-content/uploads/Definitions.pdf>.
14. A cooling-off period of 3 months applies to all Eligible Services.