



JT Broadband Speed Uplift Offer

Alderney Promotion specific Terms of Reference

These Terms of Reference are provided in addition to and must be read in conjunction with the Data Services Terms and Conditions for JT (Guernsey) Limited (“JT”), which are available at www.jtglobal.com/guernsey. Unless otherwise specified, terms used in these Terms of Reference have the same meaning as defined in the Data Services Terms and Conditions for JT (Guernsey) Limited.

1. This offer is available to new and existing Customers who sign up to a new JT broadband Service before 31st December 2019 (the “Promotion Period”) for a Minimum Contract Period of 12 or 24 months.
2. A new or existing Customer signing up to a new JT broadband Service during the Promotion Period will receive a free speed uplift for the broadband Service as detailed in the table below for the Minimum Contract Period of 12 or 24 months (the “Free Speed Uplift”):

Customer buys download speed of:	As a result of this offer, Customer receives download speed of:	Upload Speed:
Up to 20 Mbps (Average peak download 16.5Mbps) (ADSL)	Up to 40 Mbps (Average peak download 34Mbps) (VDSL)	Up to 5 Mbps (Average peak upload 4.1Mbps)
Up to 40 Mbps (Average peak download 34Mbps) (VDSL)	Up to 60 Mbps (Average peak download 53 Mbps) (VDSL)	Up to 10 Mbps (Average peak upload 7.6Mbps)
Up to 60 Mbps (Average peak download 53Mbps) (VDSL)	Up to 100 Mbps (Average peak download 87Mbps) (VDSL)	Up to 20 Mbps (Average peak upload 17.5Mbps)

3. This offer is only available to new and existing Customers of JT based in Alderney signing up for a JT broadband Service on the condition that they have a JT Landline and sign up directly in the London House retail store in Alderney, JT’s retail store in Guernsey or by telephone via JT’s call centre.
4. The offer is non-transferable and non-refundable, and a Customer cannot receive cash, or an alternative item, in place of the Free Speed Uplift.

5. Any JT Customer in Alderney who has upgraded their broadband service between 26th January 2018 and 23rd November 2018 will also have the opportunity to either upgrade their broadband Service to the next higher speed (as set out in the table above) or downgrade to pay for the directly lower speed, whilst maintaining their current speed, as part of this offer.
6. The Free Speed Uplift is dependent on there being a fixed line phone socket at the Customer's premises that is VDSL enabled and the premises being in an area of the island where the necessary exchange equipment upgrade has been completed. As the incumbent provider in Alderney, Sure (Guernsey) Limited ("Sure") is currently undertaking the enhancement programme on an island-wise basis to upgrade fixed line phone sockets so that they are VDSL enabled. JT can only provide the Free Speed Uplift as detailed in the above table to a Customer once Sure has completed the relevant works for that Customer's area of the island.
7. All customers will be given the chance to start a new 24-month contract at the point their phone socket becomes VDSL enabled. This will provide a free speed upgrade for the whole contract period. Customers who do not want to extend their contract will be given the most appropriate speed uplift, e.g. if they have 12-months or less remaining they will receive a free speed uplift for 12-months.
8. A FREE VDSL Router will be provided by JT for each upgrade from ADSL to VDSL if required where a new contract has been signed or resigned.
9. At the end of the Minimum Contract Period, the broadband Service will be downgraded to the speed applicable at the prevailing monthly charge that the Customer has been paying. For example, a broadband Service that has been provided at up to 60Mbps as part of this offer will be downgraded to a standard 40Mbps Service. Customers will have the option of maintaining the Service at the higher speed, which will be chargeable at the prevailing monthly rental charge for that higher speed.
10. JT reserves the right to vary or amend these Terms of Reference or withdraw this offer at any time.