

# TERMS OF REFERENCE

## JT Guernsey 12 Months Free Service 2024 Promotion Specific Terms of Reference

1. This offer is available to:
  - (a) new Customers to JT in Guernsey who sign up to a landline Service, broadband Service or JT One plan (JT One Ultra, Lite or Business) with JT; and
  - (b) existing Customers of JT in Guernsey who sign up to a new landline Service, broadband Service or JT One plan (JT One Ultra, Lite or Business) that the Customer does not currently receive from JT, (each an **“Eligible Service”**) during the period 30 April 2024 to 30 June 2024 (the **“Promotional Period”**).
2. A Customer who signs up to an Eligible Service during the Promotional Period will be entitled to receive the first 12 months’ use of the Eligible Service for free (the **“Offer”**), subject to the terms of reference below in relation to the Service(s) selected by the Customer.
3. A Customer who signs up to a landline Service with the Offer shall be entitled to their base plan for free for 12 months. The Offer does not include any optional landline bolt-ons which shall be charged by JT.
4. A Customer who signs up to either a copper or fibre broadband Service for a minimum term of 36 months shall be entitled to receive the Service for free for the first 12 months.
5. A Customer who currently receives a landline, broadband and/or mobile Service from JT and who signs up to either a JT One Lite or JT One Ultra plan (each a **“JT One Plan”**) with the Offer for a minimum term of 36 months shall be entitled to receive the element(s) of the JT One Plan that JT did not previously provide to the Customer for free for 12 months. For example, if a Customer is an existing customer of JT for prepaid or post-paid mobile Services, and signs up to a JT One Plan with the Offer during the Promotional Period, then JT shall apply a discount to the total cost of the JT One Plan of an amount equal to the cost of the landline and broadband elements of the JT One Plan for 12 months.
6. The Offer is non-transferable and non-refundable and Customers cannot receive cash, or an alternative item, in place of the Offer.
7. New Customers are subject to a full verification process and the Offer may not be claimed without valid confirmation by JT as to the identity of the new Customer. JT’s decision in this regard shall be final. JT reserves the right to modify or cancel this Offer at any time without prior notice.
8. Where the Customer becomes eligible to connect to the Guernsey Fibre network, the Customer 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, Lifeline Customers who are not eligible to make changes to their JT landline Service are entitled to receive the Guernsey Fibre broadband Service free of charge for 12 months where the Customer chooses to move their broadband Service to the JT Guernsey Fibre broadband Service. For the avoidance of doubt, this Offer is only available to Lifeline Customers with a JT landline Service.
10. These terms of reference are in addition to:
  - (a) JT’s JT One Ultra and JT One Lite Terms of Reference, which are available online at <https://www.jtglobal.com/guernsey/jt-one/>; and
  - (b) JT’s Exchange Line Service terms and conditions and/or JT’s Data Services terms and conditions (as applicable), which are available online at <https://www.jtglobal.com/global/terms-conditions/>.
11. Any capitalised term not defined in these terms of reference shall have the meaning given to it in the relevant terms and conditions.
12. A cooling-off period of 3 months applies to all Services.