

TERMS OF REFERENCE

“Send Your Bill” Promotion 2024

Guernsey Promotion Specific Terms of Reference

PROMOTION

1. These terms of reference are provided in addition to and must be read in conjunction with JT's existing Terms and Conditions which are available at <https://www.jtglobal.com/global/terms-conditions/>. Unless otherwise specified, terms used in these Terms of Reference have the same meaning as defined in JT's Terms and Conditions.
2. This Promotion is available to new Customers resident in Guernsey who, from 1 January 2024 to 31st March 2024 inclusive (the “**Promotion Period**”), switch their landline and broadband service provider to JT entitling them to receive a guarantee from JT that the switch will save the Customer money in 2024 or the Customer will be entitled to receive an Amazon Voucher to the value of £50 once signed up to the relevant JT Service (the “**Promotion**”).
3. The Promotion is available to new Customers resident in Guernsey who, during the Promotion Period, sign up to a new broadband and/or landline service on one of the following tariffs with JT in the retail store in Guernsey or online at www.jtglobal.com:
 - (a) JT One Ultra;
 - (b) JT One Lite;
 - (c) JT One for Business; or
 - (d) standalone broadband and landline Service, (each a “**JT Service**” and together, the “**JT Services**”).
4. Where a new Customer switches from another telecommunications service provider in Guernsey (the “**Competitor**”) and signs up to one or more of the JT Services during the Promotion Period, JT will guarantee that the Customer saves money in 2024 on their broadband and/or landline service rental **only** by switching to JT or the Customer will be entitled to receive an Amazon voucher to value of £50 once signed up to the relevant JT Service (the “**Voucher**”), subject to these Terms of Reference (the “**Money Save Guarantee**”).
5. The Promotion is only available where the Customer signs up to the JT Service(s) at JT's retail store in Guernsey or online at www.jtglobal.com.
6. For the avoidance of doubt, to be eligible for the Money Save Guarantee the Customer must sign up to both a broadband and landline Service. Where the Customer signs up to a JT One plan, the Money Save Guarantee shall apply to the broadband and landline components of the JT One plan only.
7. For a claim to be valid under the Money Save Guarantee, the Customer must have satisfied each of the conditions set out in these Terms of Reference, provided details of a Lower Priced Plan and submitted such details in the form of a paper bill (in-store) or ‘pdf’, ‘Jpeg’ or similar file format to save@jtglobal.com (the “**Invoice Address**”) at the time of sign up to the relevant JT Service.

LOWER PRICED PLAN

8. A “**Lower Priced Plan**” means a service equivalent to the relevant JT Service:
 - (a) details of which are provided to JT (in a form that is satisfactory to JT in its absolute discretion) from a Competitor at the same time as the Customer signs up to the JT Service;
 - (b) which is for a service identical to the relevant JT Service purchased from the Competitor and subject to the same terms and conditions as apply to the JT Service; and
 - (c) which includes the same service components as the relevant JT Service for which JT does not charge extra.
9. The following do not qualify as Lower Priced Plans and as such are not eligible under the Money Save Guarantee:

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- (a) Competitor services equivalent to the relevant JT Service that are not available to the general public;
- (b) Competitor services equivalent to the relevant JT Service that have been reduced as a result of promotional discounts or other such existing offers;
- (c) where the ostensibly lower priced Competitor service equivalent to the relevant JT Service has been individually negotiated or quoted to the Customer as a result of such negotiation;
- (d) where the ostensibly lower priced Competitor service equivalent to the relevant JT Service is the result of a pricing error made by a party other than JT; and
- (e) where the ostensibly lower priced Competitor service equivalent to the relevant JT service is offered under a promotion with a third party.

GENERAL

- 10. In order to make a claim under the Money Save Guarantee, the Customer must provide details to JT in the form of an invoice from a Competitor dated from no earlier than 1 November 2023 to the Invoice Address at the same time as the Customer signs up to the relevant JT Service.
- 11. Claims shall be submitted only via the prescribed methods as outlined above and not through any other email address or JT phone or fax number as in such event the claim shall be invalid.
- 12. For the avoidance of doubt, the Voucher may only be claimed by the Customer once they have signed up to one of the JT Services.
- 13. Following submission of the Customer's claim, JT must be able to verify the Lower Priced Plan and confirm that JT is unable to save the Customer money by signing up to the relevant JT Service. JT reserves the right to deny any claims that cannot be reasonably verified, or which are due to third party pricing errors, or for which the Customer has provided incomplete information or if there is evidence of tampering. If the Customer's claim is rejected, the decision of JT is final and JT shall not entertain any appeals for any rejection of claims without prejudice to the Customer's statutory rights.
- 14. In any event, upon presentation by the Customer of the necessary details of the Lower Priced Plan set out above, JT will make a decision to either confirm or deny the Customer's claim in accordance with these Terms of Reference. If the claim is accepted JT, the Customer is entitled to receive a Voucher.
- 15. The Voucher is non-transferable and non-refundable and Customers cannot receive cash, or an alternative item, in place of the Voucher. Only one Voucher is available per Money Save Guarantee claim, and a Customer can only make one claim in relation to the same landline number.
- 16. Use of the Voucher is subject to all and any additional terms and conditions printed on the Voucher (including any stated expiry date) and/or any other terms and conditions applied by Amazon when redeeming the Voucher and JT shall not be responsible for any action taken by Amazon in this respect. For the avoidance of doubt, JT will not be held responsible for a Voucher claimed during the Promotion Period and not used within that Promotion Period and the Customer will not be entitled to cancel the relevant JT Service(s) to which they subscribe during the Promotion Period on the basis of the expiration of an unused Voucher.
- 17. JT reserves the right to modify or cancel this Promotion at any time without prior notice. Any modification will be effective upon it being published in print media at the behest of JT, on JT's own website <https://www.jtglobal.com> and/or in JT's retail stores in Guernsey. This does not affect claims submitted in accordance with these Terms of Reference prior to such modification or cancellation.
- 18. A cooling-off period of 3 months applies to each of the JT Services but will only be accepted if the Voucher is returned to JT unused. A Customer who cancels a JT Service during the cooling-off period who has redeemed a Voucher will be charged the full, face value of the Voucher.

LIABILITY

- 19. To the full extent permitted by law, JT and its associated companies and any agencies (the "Relevant Parties") exclude all liability for any loss (including any damage, claim, injury, cost or expense) whatsoever

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which is suffered or incurred by any person arising out of, or in any way connected with, this Promotion or the Vouchers including without limitation:

- (a) any direct, indirect, economic or consequential loss; or
- (b) any loss arising from any negligent act or omission of any of the Relevant Parties.

20. JT will not accept liability for any Vouchers lost or damaged, nor for any associated costs to claimants.

DATA PROTECTION

21. By participating in this Promotion each applicant acknowledges and consents to JT handling their personal information. Each applicant can also view JT's privacy notice at www.jtglobal.com/global/privacy-policy. Each applicant has a right to ask for a copy of the personal information held about them in JT's records by emailing dpo@jtglobal.com. If an applicant requires JT to correct any inaccuracies, they can write to Customer Services, PO Box 53, No. 1 The Forum, Grenville Street, St Helier, Jersey JE4 8PB or email customer services at customer.services@jtglobal.com.