

The One Broadband Referral Programme Terms and Conditions

These Terms and Conditions ("Terms") apply specifically to The One Broadband Referral Programme offered by The One Broadband ("the Provider"). They are supplemental to and should be read in conjunction with The One Broadband's Broadband Terms available on our website <https://theonebroadband.co.uk/legal>. By registering and participating in the referral programme, you agree to these Terms.

1. How the programme works

- 1.1. This referral programme is only available to The One Broadband customers in the UK. Refer your friends to join The One Broadband using the links provided. If your referred party is on-net, and they place an order with The One Broadband that is connected, you will both be rewarded with a £50 credit to your account, subject to meeting the qualification requirements.

2. A Referral

- 2.1. You can refer your friends using the links provided as part of our referral scheme. Someone can only be referred once. If they have already been referred they will not be able to register again. A referral is counted after a referred friend registers using their name and email and then places an order with The One Broadband for one of the broadband packages. The referral qualifies as successfully connected once they have paid their second month's invoice (issued one month after their service activation date). Bills are issued one month in advance, are paid by Direct Debit and must be settled within 7 days of the invoice date.

3. Rewards and Offers

- 3.1. Where the qualification criteria is met, The One Broadband referral scheme provides a £50.00 bill credit as a reward for a successful referral to both the referrer and their referred friend.
- 3.2. The rewards will be defined as qualified where a referred friend, registers on the programme using your link, and has placed an order for a broadband package from The One Broadband that is successfully installed, and then the customer has paid their second month's bill. This is a minimum of one month after broadband activation date and up to a maximum of two months after the activation date. Credits will only be paid if the qualification criteria is met. The referred and the referred account must be up to date with due payments to The One and not be overdue to before any credit or reward is applied. All qualified rewards are identified and issued at the end of the calendar month in which they are qualified.
- 3.3. Credits are not convertible into cash or any other reward. If your credits exceed your bills then they will apply to future bills. If you leave The One Broadband while in credit you will lose the credits. We will not convert any credit into cash

4. Privacy

- 4.1. All personal information collected and processed as part of this Referral Program will be used in accordance with The One Broadband's Privacy Policy, available at <https://theonebroadband.co.uk/privacy-policy/>. Under the applicable laws and regulations, The One Broadband shall be responsible for collecting and processing such personal information.

5. General

- 5.1. These Referral Terms are published by The One Broadband ("we", "us" and "our"). Our Referral Program as displayed on our Website <https://theonebroadband.co.uk/> and these Terms form a binding agreement for both Referring Users ("you" or "your(s)") and people who receive our referral invitation.

5.2. This Referral Program permits you to invite your contacts to participate in one or more Referral Program(s).

5.3. You may only invite personal friends, family members, acquaintances and colleagues to this Referral Program.

6. Completed Referrals and Limit

6.1. A Completed Referral is when a Referring User refers this Program to one of its contacts. Subsequently, that contact will either sign-up, make a purchase or complete whatever action is determined as a referral above - which is not cancelled or disputed in accordance with Subsection 3.

6.2. A limit to the number of referrals by Referring Users may apply. Or we may specify a maximum number of Completed Referrals who are eligible for the benefits of this Program.

6.3. All referred people must be new and first-time Users. Existing Users, or previously cancelled, rejected or terminated users, cannot participate in and benefit from the Referral Program.

6.4. You represent all personal information is 100% correct and up to date. We may monitor your use of the Referral Program or request your ID to verify your identity before issuing rewards.

7. Restrictons

7.1. This Program cannot be combined with other The One Broadband's referral programs, discounts, vouchers, benefits or incentives. By participating in this Referral Program, we may restrict you from any other promotion, program, discount, or vouchers.

7.2. You understand and agree that you must not use referral methods that are bothersome to the recipients. Moreover, your participation in the Referral Program must not violate the applicable law, including but not limited to anti-Spam legislation, which is mass distribution of unsolicited messages.

7.3. You must not publish our Referral Program on any sites or platforms that house any Adult Content, Alcohol, Tobacco, Gambling, Games and Online Casinos, Political Content, and any form of illegal activities.

7.4. You must not at any time, invite or refer people who are unknown to you.

7.5. You must only use our Referral Program for personal use and refrain from its use for commercial purposes.

8. Term and Termination

8.1. This Referral Program will run until the announced date and that date can be extended or restricted. We may also in our sole discretion notify Users that the Referral Program has ended with immediate effect.

8.2. Any referral made before the end of the Referral Program can still participate. However we may exclude referrals in our sole discretion made after its termination date.

8.3. We may terminate this Referral Program at any time, including your participation or the availability of its benefits.

9. Exclusive Relationship

9.1. You understand and agree that you are only the User of our services and/or products, and refrain from implying any other affiliation or legal relationship with us.

9.2. You understand and agree that you are never authorized to legally bind our company.

9.3. You must never create any materials that contain our branding, trademark, (part of) our corporate identity.

9.4. By participating in the Referral Program you must not represent yourself in duplicate, agent or intermediary of our company

10. Privacy and Information

10.1. You undertake to respect the privacy rights of the people you invite to our Referral Program and direct to our website.

10.2. When referring other people, you must always inform them about the applicable terms and conditions and privacy policy. You must do so before they participate in the Referral Program, and leave their personal information.

11. Amendments

11.1. We may amend the terms and conditions of our Referral Program. We may offer and/or restrict additional incentives, benefits and programs. As a result, additional terms may apply. You agree that you are aware of those amended and additional terms.

12. Violations and Termination

12.1. In case we suspect any violations of these terms or otherwise tampering with, fraud or unreasonable use of our Referral Program, we may in our sole discretion cancel the distribution of any discount, benefit or payout.

12.2. If you are a current or former employee, contractor or affiliate of our company, we may restrict your participation in the Referral Program, and we may restrict or cancel your participation with immediate effect.

12.3. You must comply with all applicable laws and regulations, and refrain from violating any third party rights. These rights include any copyright, trademark or other proprietary rights.

13. Disclaimer and Indemnification

13.1. We offer our Referral Program and its benefits only on an “as is” and “as available” basis. We may remove, change and update the Referral Program in our sole discretion. We will never make any promises or guarantees about the content and information of our Referral Program. We disclaim our responsibility for any information that is incorrect or has errors.

13.2. Our Referral Program is based on our best efforts. You acknowledge and agree that we can never guarantee any benefit or result from participating in the Referral Program

13.3. You will defend, indemnify and hold The One Broadband harmless from and against all claims, damages, liabilities, losses, expenses and costs (including reasonable legal fees) arising out of your participation in the Referral Program.

14. No Correspondence, Disputes And Refunds

14.1. With regards to the distribution of discounts, vouchers, incentives, prizes, awards or other benefits, no correspondence will be entered into. Moreover, we shall never respond to any complaint or accept any dispute about the Referral Program, and the abovementioned benefits are provided “as is” and we never refund or exchange such benefits.

15. Applicable Law

15.1. The law of our residence (United Kingdom) shall apply and the court in that country is competent to hear any claim that may arise out of these terms.

For further information or assistance, please contact The One Broadband's Customer Services team.

<https://theonebroadband.co.uk/contact/>.