



## HALF PRICE FULL FIBRE Promotional Terms and Conditions

The following Terms and Conditions apply:

1. This offer is only available to new customers who have signed a contract from Monday, 07 August 2023 to 11.59pm on **Tuesday, 2 January, 11.59pm, 2023**.
2. This offer is only available to one person per address.
3. This offer is only available to residential customers only.
4. This offer is only available to properties solely served by the FACTCO network.
5. There are no up-front fees on standard installations.<sup>1</sup>
6. Customers
  - a. Customers must sign-up for a fixed term period of 12 or 24 months
  - b. Customers who sign a 12-month contract will be entitled to 25% off of the cost of their chosen broadband package each month for 12 months.
  - c. Customers who sign a 24-month contract will be entitled to 50% off of the cost of their chosen broadband package each month for 24 months.
7. FACTCO reserves the right to withdraw this offer if we believe that the terms of the offer contract are being wrongfully used in any way.
8. This promotion cannot be combined with any other promotions we have now or in the future.
9. This promotion does not include landline phone (VOIP) purchases.
10. This promotion does not include the cost of line rental.
11. This promotion does not include Mesh Kit purchases.
12. Customers are unable to downgrade their package during their contracted period.
13. Customers may upgrade to a higher package at any time during their contracted period and will pay the difference in price.
14. This promotion is operated by FACTCO whose address is Unit 303, Century Building, Tower Street, Liverpool, L3 4BJ.
15. These terms and conditions shall be governed in accordance with the laws of England and Wales. Any disputes shall be subject to the non-exclusive jurisdiction of the English courts.
16. All other terms + conditions of the sales contract applies.

In addition to this, please see our contract [Terms and Conditions online](#).

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<sup>1</sup> Engineers will select the most appropriate location of fibre entry to the property. Your install includes a 3-metre connection from the external wall box to your router position. Anything outside of this may incur a charge, which will be advised prior to installation.