

4G Internet/National Broadband “Recommend A Friend” Referral Scheme

Terms & Conditions

A **Referrer** shall mean an existing customer with an active National Broadband subscription.

A **Referred Person** shall mean a person who has had the National Broadband service recommended to him or her by a Referrer.

For a successful referral to be deemed as having taken place, all the following will need to have occurred:-

- The **Referred Person must** place an order with National Broadband in order for the **Referrer** to become eligible for the reward.
- Full payment by the **Referred Person** for all elements of their order with National Broadband **must** be received, the **Referred Person’s** account **must** be activated and the **Referred Person must** stay as a subscriber to the service after his/her cooling-off period has expired.

National Broadband will **not** accept **Referrer** details being supplied **after** a **Referred Person’s** order has been placed.

Once it has been established by National Broadband at its sole discretion that the conditions detailed above have been met in their entirety, the applicable reward will then be issued to the **Referrer**.

At time of writing, the applicable reward for a successful referral meeting the conditions above is:-

- A free month of service to the Referrer per each successful referral achieved.

Such rewards will be automatically applied to the **Referrer’s** account by National Broadband.

Information regarding earned rewards shall be emailed to successful **Referrers** on the 1st of the month following the first 30 days of usage of the service by the **Referred Person**. Information on the progress of referrals made by **Referrers** is also viewable online via the Referral Portal (see below).

There is **no** alternative reward available.

There is no limit on how many rewards a **Referrer** can earn.

Rewards shall be withheld, should there be reasonable suspicion of fraudulent activity.

This offer shall **not** apply, if the **Referred Person** is a customer who already has an account with National Broadband.

Both new and existing customers are eligible to be **Referrers** under the terms of this scheme.

National Broadband fully reserves the right to withdraw this promotion at any time after which no future rewards will be provided, or to alter the terms of this promotion at any time. Details will be made available on our website at www.4g-internet.co.uk

National Broadband's Referral Software and Referral Portal

National Broadband has partnered with Growsurf in order to create a very simple to use referral scheme. This works in the following way:-

Any customer wishing to become a **Referrer** will be provided with a completely unique weblink, which can then be shared by the **Referrer** with potential customers via email, text or social media.

The Growsurf system uses cookies to track a potential customer's progress via the unique link shared. Once the unique link is clicked, any actions that the potential customer takes will be automatically tracked throughout. If any potential customer places an online order within 30 days of first clicking a unique **Referrer** link, that order will be automatically logged as a referred order and a reward will then be applied to the **Referrer's** account, subject to the conditions and timing detailed above.

Referrers have the ability to log in at any time to the Referral Portal via National Broadband website at www.4G-internet.co.uk. From there, **Referrers** may check on the progress of any referrals that they have made via sharing their unique weblink and see how many rewards they have earned.

If the potential customer clicks on a unique **Referrer** link but then decides to separately get in contact with National Broadband call in and place their order either over the phone or via email, then the placed order **will not** be logged as a referred order **unless** the potential customer specifically states who it was that referred them. In this latter event, if informed by the order-placing potential customer, National Broadband will manually log that placed order as a referred order generated by the **Referrer**.

Please note that all new customers have the full right to cancel their service with National Broadband for any reason whatsoever within 14 days after the service is made live and return the equipment for a full refund. In such an event, any such cancelled service shall not be deemed eligible to provide any reward.