wildanet
From anywhere to everywhere

Wildanet Switch Credit Terms and Conditions for Consumer Customers

1.1 What is the Wildanet Switch Credit scheme?

To support Customers who wish to start enjoying Wildanet's services as soon as possible, Wildanet will offer a Switch Credit to any Consumer Customer who signs up to an eligible broadband package Wildanet through one of our telesales or field advisors and incurs early termination charges when switching their broadband from their previous provider. The value of the Switch Credit will be dependent upon the broadband package purchased from Wildanet and the value of the early termination charges incurred by the Customer as detailed in clause 1.4 below.

1.2 How do I claim a Switch Credit?

In order to claim a Switch Credit you must first order an eligible broadband package from Wildanet through one of our telesales or field advisors. **We recommend that you do not cancel your existing broadband service until your new Wildanet broadband has been activated to ensure that you do not suffer any loss of service.**

Once your Wildanet broadband Service has been activated and you have paid your previous provider any early termination charges that you owe, you will need to provide Wildanet with the information listed below to allow us to process your claim:

Your name and address;

- Account holder's Name and Address;
- A copy of the final bill from your previous provider showing the early termination charges; and
- Evidence that the early termination charges have been paid – this could be a copy of a bank or credit card statement showing the relevant payment. Any other payments included on the statement may be redacted or covered.

All information relating to your application to receive a Switch Credit should be sent by email to **billing@wildanet.com**. In order to ensure that your application is processed as quickly as possible please include the words **Switch Credit** in the subject line of your email.

If you do not include the words Switch Credit in the subject line of your email, this may result in delays to the processing of your application.
In order to receive a Switch Credit, the information listed above must be provided to Wildanet within 90 days of your Wildanet broadband Service being activated. If the information listed above is not provided to Wildanet within 90 days of your Wildanet broadband Service being activated, Wildanet retain the right to refuse your application.

1.3 What if the bill from my previous provider doesn't show any early termination charges?

To process your application, we need a copy of your final bill showing the itemised breakdown of charges incurred by you for leaving your contract with your previous provider early. We refer to these charges as early termination charges, but your previous provider may refer to them differently. For example, they may refer to these charges as cancellation, cessation, contract break or cancel service fees or charges.

If your previous supplier does not charge you any early termination or equivalent charges for switching your broadband to Wildanet, then you will not be entitled to receive a Switch Credit.

1.4 How will my Switch Credit be calculated?

If you switch your broadband to Wildanet and your current broadband provider charges you for any monthly payments due after you leave, then we will credit your Wildanet account by an amount up to the value advertised at the point you signed your contract with Wildanet. The value of the Switch Credit applied to your account will be capped at the lower of (i) the amount that you are charged by your previous provider for cancelling your broadband package and (ii) the amount advertised for your broadband package at the point you signed your contract with Wildanet. This means that if your previous provider charges you less than the amount advertised for your broadband package at the point you signed your contract with Wildanet to cancel your broadband package, then the value of the Switch Credit applied to your account will be equal to the value of the early termination charges. If your previous provider charges you more than the amount advertised for your broadband package at the point you signed your contract with Wildanet to cancel your broadband package, then the value of the Switch Credit applied to your account will be the amount advertised for your broadband package at the point you signed your contract with Wildanet. For the avoidance of doubt, when calculating the value of your Switch Credit Wildanet shall not take into account any amounts which you are charged in respect of outstanding call charges or any charges which you incur for cancelling any TV services provided to you by your previous provider.

1.5 When will I receive my Switch Credit?

Wildanet will process any successful claims for Switch Credits within 7 working days of the application being made. You will receive an email from Wildanet to confirm whether your application has been successful. If your application has been successful, your email will also notify you that the Switch Credit has been applied to your Wildanet account.

1.6 How does the Switch Credit work?

Once applied to your Wildanet account your Switch Credit will be deducted from the price of any recurring payments due by you to Wildanet until the total value of the Switch Credit has been used. This would include any monthly charges for FTTP products, along with additional recurring charges for products such as Phoneline+ and Wi-Fi boosters.
The Switch Credit will not be deducted from the price of any one-off charges which you incur such as excess engineering charges or one-off purchases of products such as cabling.

We will only pay switch credit up to the maximum amount eligible under your current tariff. This means, for example, that if you incur a cease fee and termination fee, we will only cover costs up to the limit defined by your tariff.

1.7 What happens if I cancel my contract with Wildanet without using all of my Switch Credit?

The Switch Credit may only be deducted from the price of any recurring payments due by you to Wildanet. Wildanet will not be required to refund the value of any Switch Credit remaining on your account to you if you decide to terminate your contract with Wildanet prior to the total value of the Switch Credit having been used.

1.8 What other terms apply to my Wildanet Service?

Any Wildanet Service which you purchase will be subject to General Terms and Conditions of Service (Residential Customers) available at https://wildanet.com/terms-and-conditions