Refer a Friend - Terms & Conditions

- The referrer must be a customer of Lothian Broadband or Highland Broadband.
- A “customer” is defined as someone who has signed up to our services. The service does not need to be live at the time of referral if the property is not yet ready for connection.
- Referrals must be for new customers only, and the referred customer must take a 24-month contract, unless they are on a social tariff.
- The referrer will receive a £50 voucher for participating retailers for each successful referral.
- The referred customer will receive a voucher for participating retailers, with the value based on the package they choose (see table below).

The voucher value per tariff is outlined below;

Tariff	**Referrer Voucher value**	**Referred Customer Voucher Value**
Social & Senior	£50	£25
Essential 150		£25
Everyday 500		£75
Family 1000		£100
Ultimate 5000		£125

- Vouchers for both the referrer and the referred customer will be sent after the referred customer has set up their Direct Debit, and their broadband connection is live.
- This offer may be amended or withdrawn at any time without notice.

- By taking part in this offer, the referred customer agrees to have our services installed within 60 days of being invited to book an installation, subject to availability.
- Reward Boost offer – For customers who are eligible for the reward boost offer, a voucher value of £100 will be delivered for any referral that signs up to Highland Broadband's services by 31st May 2026. All remaining Refer a Friend Terms & Conditions apply.
- These terms operate alongside our standard T&Cs.
- Early termination charges apply.
- If you have not received your voucher within 60 days of the referred customer's installation date, please contact us on 0330 236 9900.
- The referrer and referred customer must have different email addresses. If you believe you have a genuine exception, please contact us on the number above.