Highland Broadband
Built for speed

Switching Credit – Terms and conditions

1. Switching Credit is available when you take out an Essential 150, Everyday 500, Family 1000, Ultimate 5000 or Business packages on a 24-month contract.
2. The value of the maximum switching credit available is equal to the value of 12 monthly payments of the package that you sign up to.
3. Available to new customers only
4. Not available on social or senior tariff
5. Not available on 12-month contracts
6. The amount of Switching Credit available is based on the package you choose. The amount we pay out is dependent on your Early Termination Charge (ETC) and only up to a maximum of the credit amount for the package you select as noted in the table below.
7. When you opt to proceed with One Touch Switch & Switching Credit, your existing supplier will provide you with your early termination figure when we make the switch request to them on your behalf. We require you to forward this on to us at offers@highlandbroadband.com so we can process the offer.
8. When you opt for Switching Credit only you need to provide the evidence independently from your current provider to offers@highlandbroadband.com the early termination fee must be dated within 30 days before or after your confirmed installation date with Highland Broadband.
9. We reserve the right to request additional information to confirm your eligibility for this offer.
10. The switching credit will be applied to your account, and billing will begin at your contracted monthly tariff rate once the credit is used up. There's no cash alternative to this offer.
11. You are responsible for paying the final early termination fee to your existing broadband provider. Please take this into consideration if you are asking us to cancel the contract with your current provider through the 'One Touch Switching' process
12. This offer may be altered or withdrawn at any time, with no guarantee of its ongoing availability.
13. Early termination charges apply as per our standard T&Cs.

Package	Example Monthly Cost	Maximum Switching Credit Available
Essential 150	£29.99	£360
Everyday 500	£34.99	£420
Family 1000	£39.99	£480
Ultimate 5000	£49.99	£600