Whole Home Wi-Fi Guarantee Terms and Conditions

What is the Whole Home Wi-Fi Guarantee?

During installation, if you have selected the Whole Home Wi-FI Guarantee we will provide you with WiFi mesh extenders to ensure a minimum Wi-Fi connection of 30Mbps in every room of your home.

How does the Whole Home Wi-Fi Guarantee work?

When we set up your broadband router and your Wi-Fi mesh extenders in your home, our engineer will ensure your WiFi mesh extenders are positioned in the best place within your home to enhance your WiFi signal.

Who is eligible to get the Highland Broadband Whole Home Wi-Fi Guarantee?

All customers who purchase Highland Broadband full-fibre and Whole Home Wi-Fi are eligible for the whole home guarantee. Highland Broadband Ultimate customers will also receive the whole home guarantee as part of their Ultimate package.

What equipment will I receive?

On installation our engineer will provide a router and up to 2 Wi-Fi mesh extenders to extend your Wi-Fi signal around your home - this is enough for most homes to get a 30Mbps Wi-Fi signal everywhere.

Which rooms are included in the Whole Home Wi-Fi Guarantee?

All rooms within the main building of the property where the Highland Broadband full-fibre connection is provided are included in the Whole Home Wi-Fi Guarantee. Sheds, garages, outbuildings, garden rooms and gardens are not included.

What if I'm not receiving 30Mbps to every room?

In some cases, additional extenders may be required, either due to the size of the home or other factors such as the thickness of walls. If we are unable to get a reliable Wi-Fi connection of 30Mbps in every room, we'll give you the option of purchasing an additional mesh extender for £49.99 on a 24-month contract and £74.99 on a 12-month contract. If you are not prepared to do this, you can choose to cancel your Whole Home Wi-Fi Guarantee package.

If after purchasing an additional extender you still can't get a 30Mbps connection in every room in your home, we'll apply a one-off credit of £100 to your Highland Broadband account.

Can I use my own network equipment?

No. The guarantee only applies when using the router and equipment supplied as part of your Highland Broadband full fibre connection.

Who owns the Wi-Fi mesh extenders?

Highland Broadband owns all the Wi-Fi mesh extenders which have been provided free of charge. If your agreement is terminated or you no longer subscribe to the Whole Home Wi-Fi Guarantee, you must return all Wi-Fi mesh extenders which were provided free of charge, as detailed in clause 9.2 of our Terms and Conditions.

Should you purchase additional Wi-Fi mesh extenders, these will be owned by you, and you can continue to use them even if you cancel your service with Highland Broadband. Please note that where you are no longer receiving a service with us, or if you are no longer subscribing to the Whole Home Wi-Fi Guarantee we will not provide support for any extenders owned by you.

Can I move the equipment?

The mesh extenders must remain where the engineer placed them during installation for the guarantee to apply. If you move them, you do so on the basis that we no longer accept responsibility for the Wi-Fi signal in your home.

How can I test the Wi-Fi signal strength in each room of my home?

You can test the Wi-Fi signal strength in your home by logging into the Inteliffi App available on iOS and Android and using the 'Speed Test' functionality. Third party devices or test servers cannot be used.

How do I claim a £100 bill credit if I don't have signal in every room?

If, after installation, you don't have a 30Mbps Wi-Fi connection in every room, contact us at 0330 236 9900. We'll run diagnostic checks to measure the signal strength in each room and to make sure all equipment is working properly. We'll also ensure that the router and Wi-Fi mesh extenders, including any which, on our recommendation, you have purchased yourself, are located where our engineer originally placed them on install. If they have been moved, we are unable to guarantee a reliable Wi-Fi connection of 30Mbps, and the £100 credit does not apply. If our equipment is still in the correct locations and we're unable to resolve the issue (which may include an engineer visit), we'll arrange for a one-off credit of £100 to be applied to your next Highland Broadband bill.