



Fusion Fibre Group
Switch Connect Terms and Conditions

1. Application and Interpretation
 - 1.1. These Terms and Conditions shall apply in where You have successfully been granted a credit to Your account in accordance with the Switch Connect offer, in accordance with Clause 4.3 of these terms and conditions.
 - 1.2. The definitions within these terms and conditions shall have the same meaning as prescribed within the Fusion Fibre Group Services Terms and Conditions.
2. Product Description
 - 2.1. You are eligible to opt for Switch Connect if;
 - 2.1.1. You are a new residential customer of Our broadband Services, with an Initial Term of 24 (twenty-four) months.
 - 2.1.2. Your address is within a valid Switch Connect area, which shall be confirmed by Fusion Fibre Group prior to Us accepting Your Contract.
 - 2.2. You being eligible for Switch Connect is not conditional on You opting to switch via One Touch Switch.
 - 2.3. If Your application is successful in accordance with Clause 4.3, We shall confirm the account credit due on Your account. This shall be based upon the Price of the Services within Your Contract, and the expiry date of the contract with Your current provider, capped up to maximum of 50% of Your Contract value.
 - 2.4. The approved account credit shall be applied to Your account, no later than 28 (twenty-eight) calendar days after such approval and in every case, prior to Your next concurrent bill being generated.
 - 2.5. Switch Connect is non-transferable and shall only apply against Fusion Fibre Group broadband services.
3. Exclusions and Clarifications
 - 3.1. Switch Connect shall not apply;
 - 3.1.1. With any other promotion, discount, referral or other sales offers that may be utilised by Fusion Fibre Group from time to time.
 - 3.1.2. If We reasonably consider that the information You have provided to Us is incomplete or ineligible then We reserve the right to refuse such claims.
4. Application
 - 4.1. You shall, within 30 (thirty) calendar days of Your Contract being accepted by Us, submit a claim to Us using the Switch Connect application form, which can be found here: <https://zfrmz.eu/GBhsF5EdHoJTtMK4rVKe>. Your application should also include a copy of the contract that You have with Your existing provider, showing Your full name and the service address.
 - 4.2. We shall validate and respond to Your application within 7 (seven) working days of submission.
 - 4.3. We shall notify You in writing whether Your application is successful or not.
5. Cancellation
 - 5.1. If You cancel Your Service, whensoever cancelled, You shall forfeit any remaining credit on Your account should there be any credit remaining. We further confirm that We shall not reimburse You by any other form for such remaining credit.
 - 5.2. If We reasonably determine that You have submitted false or misleading information or consider Switch Connect to have been misused, We reserve the right to remove the credit and/or cancel Your Services.
 - 5.3. If We terminate Your Services due to non-payment, We reserve the right to withdraw any remaining account credit from consideration when calculating Your Early Termination Fee.