

## Refer a Friend Reward Promotion Terms and Conditions

Our Refer a Friend reward means that when you refer friends or family to County Broadband you, and the person you refer, could receive a £50 payment. The terms listed below apply for qualification.

These terms apply to referrals made from 12.04.2023.

### Referring a Friend

This section applies to a customer or Community organisation who is referring a friend. When we use the word “You” or “Your” in this section we mean the referrer. When we use the word “Friend” in this section, we mean the referred customer.

Purchases must meet the following conditions to qualify for the Refer a friend reward:

1. You are only eligible for a reward payment if you refer the services listed in clause 8.
2. Your friend must be new to County Broadband. You can't refer an existing customer or anyone who's had County Broadband service within the last 6 months.
3. Your friend must keep their County Broadband service beyond 14-days after activation for you to be eligible for a reward.
4. For a friend's order to be eligible for a reward, it must be placed using your unique referral link, code or email address. Your friends can make their purchase with our County Broadband sales team over the phone and must quote your referral code or your email address at the point of sale.
5. You won't be rewarded for referring a product to yourself, or for any referrals that extend or change an existing customer's County Broadband contract.
6. The right to a reward is subject to the [general terms and conditions](#) of County Broadband's referral partner, Aklamio.
7. To participate in the programme, both you and your friend need to create a referral account with County Broadband's referral partner, Aklamio, using [this link](#).
8. Products included in the reward scheme are the County Broadband full fibre broadband services for business or residential customers. Excluding the Essential Broadband tariff, Homephone packages, and any contract less than 12 months.
9. You may refer several friends via the County Broadband refer a friend reward promotion, however, County Broadband reserves the right to suspend or withdraw the programme for new referrals if the programme is misused.
10. After your friend orders County Broadband full fibre service, you'll both receive your £50 within 60 days of the installation date.

## Referred by a Friend

This section applies to a customer who is referred by a friend. When we use the word “you” in this section we mean the referred friend. When we use “Friend” in this section, we mean the referrer.

Purchases must meet the following conditions to qualify for the Refer a friend reward:

1. If you join without using a referral link or code, you or your friend won't be eligible for a reward.
2. You are only eligible for a reward payment if you select a service listed in clause 7.
3. You must be a new customer to County Broadband. You can't be referred if you've had a County Broadband service within the last 6 months
4. You must keep your County Broadband service beyond 14-days after activation for you and your friend to be eligible for a reward
5. The right to a reward is subject to the [general terms and conditions](#) of County Broadband's referral partner, Aklamio.
6. To participate in the programme, both you and your friend need to create a referral account with County Broadband's referral partner, Aklamio, using [this link](#).
7. Products included in the reward scheme are the County Broadband full fibre broadband services for business or residential customers. Excluding the Essential Broadband tariff, Homephone packages, and any contract less than 12 months.
8. After you order your County Broadband full fibre service, both you and your friend will receive your £50 within 60 days of the installation date.

## Questions and Answers Surrounding our Refer a Friend Reward Promotion

### What products can I refer?

- Refer a friend covers County Broadband full fibre broadband services for business or residential customers.
- However, there are a few offers that aren't covered, including the Essential Broadband tariff, Homephone packages, and any contract less than 12 months.
- It's worth checking to make sure that your friend is able to receive County Broadband service at their address before referring. You can do this by visiting [our website](#) and entering their postcode and address.

### Where can I get an overview of my rewards?

You can see the status of your current referrals, and a list of the rewards you've already earned, by signing into your referral account.

### How many referrals can I make?

You can refer several friends and family members. Just make sure they are new customers and don't already use County Broadband.

Remember that you'll only get a reward for successful referrals, meaning your friend needs to have had their services installed for more than 14 days.

County Broadband reserves the right to suspend or withdraw the programme for new referrals if the programme is misused.

### Can I refer myself?

You cannot refer yourself. You can only refer new customers who haven't yet signed up for County Broadband.

### I'm not a County Broadband customer. Can I still Refer a friend?

You need to be a County Broadband customer or community organisation within our service area to refer a friend to us.

### Do I still get my reward if my friend cancels?

Your friend must keep their County Broadband service beyond the 14-day cancellation date for you to be eligible for a reward.

### How much money can I earn?

Referring friends and family to County Broadband means you receive £50 for each successful referral. You can see how much you've earned by signing into your referral account with County Broadband's referral partner, Aklamio.

### How and when will I receive the cash reward?

After your friend orders County Broadband full fibre service, you'll both receive your cash within 60 days of the installation date.

Aklamio, our referral partner, will contact you when your rewards have been confirmed. When they do, simply sign into your referral account and choose to have the cash paid into either your bank account or PayPal account.