

C&W FIRSTDIAL HOME SERVICE SPECIAL OFFER TERMS AND CONDITIONS



CABLE & WIRELESS

The C&W FirstDial Home (FDH) Service enables Jersey residential customers to make calls from their existing telephone line by simply dialing a prefix of 131 before the number they wish to dial. C&WJ is running a special offer (the Sure FDH Offer) for new FDH customers who are also Sure mobile customers. The Sure FDH Offer will be available to customers that sign-up for a new FDH service between 1st May 2007 and 31st May 2007 (inclusive).

Special Offer Terms and Conditions

These Special Offer Terms and Conditions should be read in conjunction with the C&WJ General Terms and Conditions and the FirstDial Home Service Specific Terms and Conditions. Where there is conflict these Special Offer Terms and Conditions prevail.

1. Definition and Interpretation

All words, phrases and terms used in these Special Offer Terms and Conditions shall have the meanings given to them in the C&W General Terms and Conditions or the FirstDial Home Service Specific Terms and Conditions except where they are re-defined in these Special Offer Terms and Conditions or where their meanings must necessarily, and subject to Your and Our mutual consent, be varied by the context in which they arise in these Special Offer Terms and Conditions. In addition, in these Special Offer Terms and Conditions:

“**Active Sure Mobile Contract**” means a Sure Mobile Contract that has not been terminated.

“**Claim Redemption**” means the receipt by Us of Part 2 of Your claim form as further described below.

“**Claim Registration**” means the receipt by Us of Part 1 of Your claim registration form as further described below.

“**Credit Claim**” means the claim for credit that You make under the terms of the Sure FDH Offer.

“**Qualifying Sure Pay As You Go Customer**” means a Sure Pay As You Go Customer that is a Sure Pay As You Go Customer at the time of registration for the FDH service who tops-up by at least £90 between the date of Claim Registration and the date of Claim Redemption.

“**Sure Mobile Contract**” means a contract that You have with Us for a post pay mobile service.

“**Sure FDH Offer**” means the special offer that is covered by these terms and conditions.

“**Sure Pay As You Go Customer**” means a customer that has a Sure Pay As You Go SIM Card.

2. The Sure FDH Offer

2.1 The Sure FDH Offer is available to new FDH customers that have an Active Sure Mobile Contract (at the time of Claim Registration and Claim Redemption) or are already Sure Pay As You Go Customers.

2.2 If You meet the conditions given in Clause 3 We will credit Your FDH account after 6 months with 10% of Your FDH 6 month call spend up to a maximum of £250.

3. Your Obligations

To benefit from the Special Offer You must satisfy the following conditions:

- a) When You apply for the FDH service You must immediately complete the following documents and send them to Us at the address given below – an FDH Application Form, a Direct Debit form and Part 1 of Your FDH Claims Registration form.
- b) You must pay all outstanding FDH bills on time, i.e. the Direct Debit payments must be successful.
- c) You must pay all outstanding Sure Mobile Contract (if applicable) bills on time, i.e. the Direct Debit payments must be successful.
- d) You must be a Qualifying Sure Pay As You Go Customer (if applicable).
- e) You must redeem Your credit by completing Part 2 of Your Claim Registration form and

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- sending it to the address below within 21 days of the date of Your sixth month FDH bill.
- f) We strongly recommend that You send all forms by recorded delivery as We cannot be held responsible for missing forms or forms that are received outside of the time limit by Us.

4. Our Obligations

- a) We will acknowledge receipt of Your Credit Registration form within 30 days of receipt. If You do not receive a written acknowledgement please contact Us by calling 01534 753314.
- b) We will credit the account of the individual or company that originally placed the FDH order with Us, within 30 days of receipt of the Credit Claim, provided You have satisfied all of the requirements listed in Clause 3.
- c) The amount of the credit will be 10% of Your FDH 6 month call spend up to a maximum of £250.
- d) Under no circumstances will We process late Credit Claims.
- e) We cannot be held liable for any bank charges incurred by You during the 30 day payment period or due to late payment of Claim Redemptions caused by circumstances outside our control.

Cable & Wireless Jersey Limited,
Richmond House,
8 David Place, Jersey,
JE2 4TD