

## Holiday Promotion Terms and Conditions

### 6 Month Free Internet Promotion

#### Summary

#### Terms & Conditions

*Offer valid for new residential customers who sign up during the promotional period. Six months of free service is applied as equal monthly credits over a 24-month term. Free installation applies to standard installations only. A one-time \$50 provisioning fee and equipment charges may apply. Offer includes a complimentary Wi-Fi router and network control app. No contract required. Taxes, fees, and additional terms apply. See full terms and conditions at [bigbend.com/legal](http://bigbend.com/legal).*

#### Offer Details

**1. 6 Months of Free Service:**

- The equivalent value of six months of free service will be applied as a monthly credit distributed over a 24-month period.
- Credits will begin within the first billing cycle after service activation.
- Credits are non-transferable and cannot be exchanged for cash or other services.

**2. Free Installation:**

- Installation fees are waived for customers who participate in this Promotion.
- Customers may be responsible for any additional equipment or custom installation fees beyond standard installation.

**3. Wi-Fi Router and Network Control App:**

- Eligible customers will receive a complimentary Wi-Fi router with advanced network control app for the duration of their service.
- The router remains the property of BBT and must be returned upon termination of service to avoid a replacement fee.

**4. 24/7 Customer Support:**

- Customers will have access to BBT's round-the-clock support services as part of the standard internet plan.

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#### Additional Charges

1. A **one-time provisioning fee of \$50** is required and will be billed on the first invoice. This fee is non-refundable.

2. Customers must use a BBT-provided modem; the cost of the modem is included in the Promotion.
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### **Contract and Cancellation**

1. This Promotion does not require a long-term contract; customers can cancel service at any time.
  2. If the customer cancels service before the 24-month credit period ends:
    - Any unused promotional credits will be forfeited.
    - The customer must return all BBT equipment, including the Wi-Fi router, in good condition within 30 days to avoid additional charges.
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### **General Terms**

1. This Promotion cannot be combined with any other discounts, promotions, or offers.
2. Customers are responsible for taxes, surcharges, and any additional fees not explicitly covered in the Promotion.
3. BBT reserves the right to modify, suspend, or terminate the Promotion at any time without prior notice.

Broadband terms can be found at [bigbend.com/legal](http://bigbend.com/legal)

## **Complimentary Speed Upgrade**

### **Terms and Conditions**

Offer valid for current BBT internet customers with 100 Mbps or 500 Mbps plans in good standing. Complimentary speed upgrade begins upon activation and lasts for 30 days. After the 30-day period, service will continue at the upgraded speed and standard upgraded rates will apply unless the customer requests to revert to their previous plan. Subject to availability and service area. Additional terms and conditions apply.

### **Offer Details**

1. **Eligibility:**
  - Offer is valid for existing BBT customers currently subscribed to 100 Mbps or 500 Mbps internet plans.
  - Customers must be in good standing with no outstanding balances to qualify.
2. **Offer Details:**
  - Eligible customers will receive a complimentary upgrade to the next speed tier for 30 days.

- Upgrades will be automatically applied to qualifying accounts.

**3. Duration:**

- The complimentary speed upgrade is valid for 30 days from the activation date.

**4. Service Reversion:**

- After the 30-day period, service will continue at the upgraded speed and standard upgraded rates will apply unless the customer requests to revert to their previous plan.

**5. Additional Charges:**

- No additional fees or charges will be incurred during the complimentary upgrade period.
- Standard plan rates apply if a customer opts to retain the upgraded speed after the promotional period.

**6. Limitations:**

- The offer is subject to availability and may vary by location.
- BBT reserves the right to modify, suspend, or terminate this promotion at its sole discretion without prior notice.

**7. Liability:**

- BBT is not responsible for any interruptions in service during the upgrade process.
- The upgraded speed is subject to network availability and technical limitations.

**8. Contact:**

- Customers must contact BBT Support at **800.592.4781** if they encounter issues or wish to opt out of the promotion.