

Terms and Conditions for the Supanet Talk £1,000 Guarantee

With your application you must include the following supporting documentation:

- An original, fully itemised BT bill for a full quarter (either one quarterly bill or three monthly bills) dated immediately prior to when you signed up with Supanet Talk for your main residential line
- A copy of your most recent Supanet Talk invoice as a means of identifying yourself as a current Supanet Talk customer

Terms & Conditions

Eligibility

1. The Supanet Talk £1,000 Guarantee is only open to customers who have been using BT as their only provider of calls on their main residential line and have switched to Supanet Talk.
2. Only one valid entry per household or individual may be made.

Applying

3. You may only apply for the £1,000 cheque if:
 - a. Immediately before submitting your entry, you have been an active Supanet Talk customer for three complete and successive calendar months;
 - b. at the time of making your application, you are still an active Supanet Talk customer and continue to use Supanet Talk as your sole service provider for fixed line calls;
 - c. during each calendar month prior to the date of your application, you have spent a minimum of £5 (inc VAT) per month with Supanet Talk on calls other than calls to the internet, 0845 or premium rate numbers or those calls specifically excluded from the Supanet Talk £1,000 Guarantee under the Supanet Talk Terms and Conditions;
 - d. you include with your application an itemised BT bill for your main residential line for a full quarter dated immediately prior to the date you signed up with Supanet Talk (BT must have been the sole service provider for calls on that line and in your household for that period);

e. you have complied in full with the applicable Supanet Talk Terms and Conditions for the provision of home telephone services to be found at: http://www.supanet.com/pdfs/talk_tc.pdf

What is included?

5. The £1,000 Guarantee applies to international calls, mobile calls and local and national calls beginning 01 and 02 only and excludes:

- a. all other calls, including calls to the internet, 0845 or premium rate numbers;
- b. any limited duration promotions (including occasional special promotions with lifetime benefits) offered by BT after 1 January 2004;
- c. calls carried over other networks, re-number charges, nuisance call services, caller display and new line installations.
- d. line rental charges, which continue to be paid to BT

6. The Challenge is not open to customers who have more than one telephone line.

Who will decide if your application is valid?

7. The Supanet Billing Department Manager will review and complete the analysis of your application.

8. The following comparisons between BT residential call tariffs and the Supanet Talk tariffs applicable to your last Supanet Talk bill will be the only comparisons deemed to be valid:

- a. Supanet Talk 110 will be compared with BT Together Option 1;
- b. Supanet Talk 200 will be compared with BT Together Option 2;
- c. Supanet Talk 300 will be compared with BT Together Option 3.

No other comparisons apply

How will your application be judged?

9. Supanet Talk is a fixed line telephone calls service designed for residential use only. Entries that appear to manipulate call spend away from that which a residential customer would normally spend shall be invalid.

10. The decision of Supanet shall be final and binding in connection with all disputes and no correspondence will be entered into.

General

11. Promoter: Supanet Limited, Indigo House, Blackburn Road, Simonstone, Burnley, Lancashire BB12 7NQ.

12. These Terms and Conditions are effective as at 4 April, 2006.