

Refer a Friend Terms & Conditions



1. Promotion Period:

- This promotional offer is valid only for orders placed within the promotion period, this will be detailed in your promotional email.

2. Eligibility:

- You must be an active Onestream Broadband customer
- Your account must not be in arrears

3. Bill Credit Payment:

- The bill credit of £20 for the referrer and £20 for the referee is payable only after the referee has gone live with a Onestream Broadband product
- The bill credits or parts thereof cannot be refunded and will be used against future bills

4. Referral Process:

- You will need to forward your referral link to the referee and they must use that link to sign up via the Onestream website
- If the link is not used to sign up, then the referral will not be linked to your account and the bill credits will not be processed;
- Or you will need to forward your Onestream account reference (found at the top of this email) as the referral reference
- Your referee will have to sign up via the Onestream website (<https://onestream.co.uk>) directly and enter your referral reference when prompted
- Signing up via external links or comparison websites will not give the option to add a referral reference
- If your referee does not add your referral reference then the referral will not be linked to your account and the bill credits will not be processed

5. Limitations:

- You are free to refer as many people as you wish
- Your referee must not have been an active Onestream customer in the last 6 months
- You must have an active account at the time of the bill credit being due in order to receive it
- Your account must not be in arrears or in the process of closing in order to receive the bill credit

6. Payment Method:

- The £20 bill credits will automatically be applied to the respective accounts once your referee has gone live

7. Changes and Cancellations:

- We reserve the right to modify or cancel this promotional offer at any time without prior notice.
- Any changes to the offer will be communicated via our official website and other appropriate channels.

8. General:

- By participating in this promotional offer, customers agree to these terms and conditions.
- This offer is subject to our standard [terms and conditions](#) of sale, which can be found on our website.
- The bill credits can only be claimed against connected orders, if the order is cancelled or does not complete the offer will not be valid.