

Early Upgrade Reward

These Terms and Conditions (“Terms”) govern this Promotion. Participation and/or claim instructions form part of the Terms which you will be deemed to have accepted if you participate. Please read the following Terms carefully and keep a copy for your information.

The Promotion

This Promotion is only open to select Tesco Mobile Customers who have been contacted by Tesco Mobile regarding this Promotion and choose to opt in (“Customers”). Customers can claim a bill credit equal to their remaining Pay Monthly Service Agreement (“Existing Agreement”) or Early Termination Charges (together “Outstanding Charges”) (a “Bill Credit”) when they pay off in full any Outstanding Charges and upgrade to a consumer Anytime Upgrade Tesco Mobile Pay Monthly Contract (“Pay Monthly Contract”). The Bill Credit will be applied to the Customer’s first bill post upgrade and 14 day cooling off period. Customers must be purchasing a Tesco Mobile Pay Monthly Anytime Upgrade Contract and pay the remaining Outstanding Charges at time of upgrade. Maximum of 1 Bill Credit per account. Any out of bundle usage will not be included in the Bill Credit. Bill Credit will be equal to Customer’s remaining Outstanding Charges at the date of upgrade but will not exceed £200 in any event.

Eligibility

1. Customers must be existing consumer Tesco Mobile customers, with an existing device and airtime Pay Monthly subscription who are contacted by Tesco Mobile and choose to take up the Promotion when contact is made. Customers must make any Outstanding Payments due on their Existing Agreement before upgrading early onto a Pay Monthly Contract of 12 months or more.
2. The Bill Credit will be equal to the remaining Outstanding Charges on their Existing Agreement at the point of upgrade when the new Pay Monthly Contract selected is for device (12 months or more) and airtime (1 month or more). The Bill Credit will be displayed on the

Customer's bill as a one-off credit. Any out of bundle usage will not be included in the Bill Credit. Upgrades to SIM only contracts will not qualify for this Promotion.

3. Customers must pay any Outstanding Charges on their Existing Agreement and comply with all provisions of these terms to receive the Bill Credit. The Bill Credit will show on the Customer's first bill post upgrade and the 14 day cooling off period, provided the Customer complies with these Terms. If a Customer cancels their new Pay Monthly Contract within the 14 day cooling off period, they will no longer be eligible for this Promotion and will not receive a Bill Credit.

4. Only Customers upgrading to an Anytime Upgrade Tesco Mobile Pay Monthly 12 month or above tariff who have been contacted by Tesco Mobile about this Promotion are eligible for this Promotion.

5. Business customers are not eligible for this Promotion.

6. Customers who are in arrears with existing Tesco Mobile accounts are not eligible for this Promotion.

7. Customers are only eligible for one Bill Credit per account. The Promotion is only available in relation to subscriptions about which the Customer has been contacted.

8. This Promotion can be used in conjunction with other promotions.

Miscellaneous

9. Tesco Mobile reserves the right to withdraw or amend this Promotion or these Terms and Conditions and to disqualify claims which it considers do not comply with these Terms and Conditions at any time at its own discretion. Tesco Mobile's decisions regarding all promotional matters will be final, and no correspondence will be entered into.

10. Tesco Mobile shall have the right, where necessary, to undertake all such action as is reasonable to protect themselves against fraudulent or invalid claims or terminate this

Promotion due to excessive fraud. This process may involve Tesco Mobile sharing information with third parties.

11. Tesco Mobile excludes liability, to the fullest extent permitted by law, for any loss or damage caused to a Participant arising out of or in connection with this Promotion. Without prejudice to the preceding restriction, and to the maximum extent permitted by applicable law, in no event will Tesco Mobile's liability to you exceed £50.00.