



Lifetime Price Guarantee/ Price for Life Terms and conditions

For customers who entered a contract before 31 May 2022

1. What is the Lifetime Price Guarantee and how does it work?

The Lifetime Price Guarantee applies to fixed monthly price of eligible broadband and line rental services for customers who entered into a contract with Zen before 31 May 2022. As long as you stay on that same service and contract at the same location the price for that service will not change. For customers that

2. I'm thinking of joining Zen, what does this mean for me?

From the 1 June 2022, our Price for Life will be replaced by our Zen Contract Price Promise. The Zen Contract Price Promise will ensure that customers will not be subject to any price increases for the duration of their contract. We may from time to time increase a customer's price outside of their contract period in response to external factors that impact our ability to provide the quality of service which we pride ourselves on, for example the impact of inflation on our supply chain and our people. We will always give customers a minimum of 30 days written notice should we need to apply reasonable increases to our pricing. For more information, please visit <https://www.zen.co.uk/contract-price-promise>.

3. Services which are eligible for the Lifetime Price Guarantee

The Price Guarantee applies to broadband and line rental bundles which specifically include the Lifetime Price Guarantee. Provided you signed up for your broadband service before 31 May 2022 the Lifetime Price Guarantee will apply. It does not apply to any other services you may take from us (such as EveryRoom, call bundles or features) or any out of plan charges (such as calling rates).

4. Changes

If you move house, you will enter into a new contract with us and your Lifetime Price Guarantee will end and be replaced by our Zen Contract Price Promise (effective 1st June 2022). If you change your service the Lifetime Price Guarantee will end. If you regrade to a lower priced service your Lifetime Price Guarantee will end but you cannot regrade to a lower priced service until the initial term for your existing service has ended. We may also change the service price for new customers or new contracts at any time whether or not that service includes the Price Guarantee and in exceptional circumstances which are outside of our control, such as a significant increase in our supplier costs or a regulatory change.

5. What happens when your contract term ends?

Provided you stay on the same service at the same price and at the same location then your Lifetime Price Guarantee will continue but if you change or terminate your service with Zen the Lifetime Price Guarantee will end too.

6. Standard terms

Our standard terms and conditions apply in addition to these terms, which you can find here

<https://www.zen.co.uk/standard-terms-conditions>.