

TERMS AND CONDITIONS:

Triple Play: TV standard set-up: £20 for new TV customers, £199 for existing TV customers upgrading to Sky Q, otherwise £0. All Sky Q kit is loaned to Sky Q customers at no cost and must be returned at the end of your subscription. Broadband router delivery charge £9.95 applies. Sky network areas only. Includes line rental. Separate contracts apply for TV (£20 per month (pm) for 18 months), Broadband Unlimited (£1.01 & £18.99 line rental pm for 12 months) and Talk (£0-12 pm for 12 months). Broadband and Talk offer will continue to roll for additional 6 months. After 18 months, standard price for Broadband applies (currently £30 pm). Saving compares total out of contract prices for Sky Entertainment (£25 pm) and Sky Broadband Unlimited (incl. line rental) (£30 pm) with total prices when taken with new 18-month contract: Sky Entertainment (£20 pm) and 12-month contract Sky Broadband Unlimited (incl. line rental) (£20 pm). Available to new Broadband customers only. Catch Up: Compatible box and broadband required. Selected channels/programmes on Catch Up. General: Subject to status. External factors can affect speed. Upfront payment may be required. Prices may go up during your contract. Non-standard set-up may cost extra. Weekend set-up £15 extra. Connect to TV using HDMI cable. You own the Sky dish. Prices may vary if you live in a flat. You must get any consents required (e.g. landlord's). UK residential customers only. Email address required so we can keep in touch about your services. Further terms apply. Correct at 26 March.

Sky Entertainment and Box Sets: All Sky Q kit is loaned to you at no cost and must be returned at the end of your subscription. £20 standard set-up for new Sky TV customers. Sky Entertainment: £20 pm with a new 18-month minimum term. Standard price applies when not signing up to a new minimum term or outside of minimum term: £25 pm. Box Sets: Selection of shows/series available & varies each month. On Demand: Requires compatible box connected to broadband (minimum speed: SD: 3Mbps; HD: 8Mbps). General: Subject to status. Upfront payment may be required. Prices may go up during your contract. Non-standard set-up may cost extra. Connect to TV using HDMI cable. You own the Sky dish. Prices may vary if you live in a flat. You must get any consents required (e.g. landlord's). UK residential customers only. Email address required so we can keep in touch about your services. Further terms apply. Correct at 3 April 2018.

Sky Sports Packs: Any Sky Sports channel for £18 per month (pm), renews automatically each month unless you cancel giving 31 days' notice. Sky Sports Complete Pack £20 pm Offer: When you take a new 18-month minimum term. Standard price applies when not signing up to a new minimum term outside of minimum term: £28. Sky Sports General: Sky Sports channels available in Packs of 1, 2 or 3 channels or get all channels with the Sky Sports Complete Pack. Prices from £18 – 28 pm extra. Requires Sky TV subscription. Packages from £20 pm plus set-up fee and 18-month minimum term for new Sky TV customers. General: Prices may go up during your contract. UK, Channel Islands and Isle of Man residential customers only. Further terms apply. Correct at 3 April 2018.

Kids Pack: All Sky Q kit is loaned to you at no cost and must be returned at the end of your subscription. £20 standard set-up for new Sky TV customers. Sky Entertainment: £20 pm with a new 18-month minimum term. Standard price applies when not signing up to a new minimum term or outside of minimum term: £25 pm. On Demand: requires compatible box connected to broadband min speed: SD: 3 Mbps; HD: 8Mbps). Sky Kids App: Selected content available to stream on demand at no extra cost via 3G/4G/Wi-Fi (charges may apply). General: Subject to status. Upfront payment may be required. Prices may go up during your contract. Non-standard set-up may cost extra. Weekend set-up £15 extra. Connect to TV using HDMI cable. You own the Sky dish. Prices may vary if you live in a flat. You must get any consents required (e.g. landlord's). UK, residential customers only. Email address required so we can keep in touch about your services. Further terms apply. Correct at 3 April 2018.

Sky Entertainment: £20 per month (pm) with a new 18 month minimum term. Standard price applies when not signing up to a new minimum term or outside of minimum term. Standard price: £25pm.

Sky Sports: Sky Sports channels available in 1, 2 or 3 channels or get all channels with the Complete Sports Pack. From £18 - £28 extra per month. Content depends on channels chosen. If you have 1, 2 or 3 channel, you may swap the channels once every 31 days. Main Event channel is a bonus channel showing live content from the other Sky Sports channels at the same time as it is available on such channels. Only available with the Complete Sports Pack.

Sky Sports or Cinema on a contract: Requires new minimum term on your Sky TV subscription. You must keep Sky Sports for the duration of your minimum term, unless you also add Sky Cinema on a contract, in which case your contract will end and you will enter a new contract for all your TV services (Sky TV, Sports and Cinema).

Sky Kids app: Available at no extra cost with the Sky Kids pack. UK, Ireland & the EU where eligible - see sky.com/streamintheEU. Selected content available to stream and download on demand at no extra cost via 3G/4G/WiFi (charges may apply). To download content you also need Sky Multiscreen, Sky Q Multiscreen, or Sky Go Extra (£5 extra a month). Available on two registered compatible tablets. Available on up to 4 registered compatible tablets. Downloaded content deleted from device 48 hours after viewing starts or no later than 30 days after download. Compatible device and software requirements at www.sky.com/help, and the App Store or Google Play Store. App features vary by device.

Sky Broadband in Sky Network Area: Maximum home download speeds up to 17Mbps. Existing customer set-up free for Sky Broadband 12GB and Unlimited. Monthly usage caps: Sky Broadband 12GB – 12GB. Maximum upload speed: 12GB and Unlimited – 1.3Mbps.

Sky Fibre, Sky Fibre Unlimited & Sky Fibre Max: Availability subject to location and survey. £39 standard fibre activation fee. Maximum home download speeds: Sky Fibre and Sky Fibre Unlimited - up to 38Mb; Sky Fibre Max - up to 76Mb. Speeds vary by location. Sky Fibre monthly usage – 25GB.

Sky Hub: Inclusive for new Sky Broadband customers. £69 for existing Sky Broadband customers. £9.95 router delivery charge applies. Range may be affected by home environment.

Best performing major provider: Sky received the fewest complaints per 100,000 customers measured by Ofcom comparing Sky, BT, EE, Plusnet, TalkTalk and Virgin Media fixed broadband in its latest Telecoms and Pay TV Complaints Report (January 2018).

Best customer service: Sky was rated highest for customer service compared to BT, Virgin Media and Talk Talk (providers with over 10% market share) in a YouGov survey commissioned by Sky, published November 2017. Sample size: 8,138 adults. Further information available. Verification under 'Best customer service' below.

Subject to status. Upfront payment may be required. Prices may go up during your subscription. Non-standard set-up may cost extra. Prices may vary if you live in a flat. Sky functionality requires two satellite feeds. You must get any consents required (e.g. landlord's).

UK, Channel Islands and Isle of Man residential customers only. These offers are not available with any other offers. Further terms apply. Correct at 27 April 2018.

Calls to Sky for non-Sky Talk customers cost 7p per minute plus your provider's access charge. Calls to 080 numbers are free. Calls to non-inclusive service numbers on a Sky Talk tariff will be charged 13p per minute access charge and a service charge from the owning operator.

Contact us if you wish to cancel during your cooling off period.

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