Broadband Promotional Terms and Conditions

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12am 10th March - 11.59pm 6th April 2020 (“Promotional Period”)

Customers who sign up for Shell Energy Fast (18 Month) and Superfast Fibre (18 Month) during the Promotional Period, whether they are Shell Energy energy customers or not, will be charged £16.99 per month for Fast Broadband and £26.99 per month for Superfast Fibre.

All other products will be charged in line with our Price List.

For our price list, terms and conditions and Code of Practice, click here.

MoneySavingExpert.com exclusive - 12.00 10th March - 23.59 20th March (“MSE Promotional Period”)

Customers signing up to Shell Energy Broadband (12 month) through moneysavingexpert.com during the MSE Promotional Period will be charged the following monthly rentals:

- Fast broadband £16.99 per month
- Superfast Fibre £22.99 per month
- Superfast Fibre Plus £29.99 per month

Subject to meeting the eligibility criteria below, customers signing up to Shell Energy Fast Broadband will receive a one-off bill credit of £50, customers signing up to Shell Energy Superfast Fibre or Superfast Fibre+ will receive a one-off bill credit of £90. The applicable bill credit will automatically be applied to customers accounts within 90 days of the service being provisioning where the following eligibility criteria are met on the date the credit is applied:

- Customer must have signed up during the MSE Promotional Period through moneysavingexpert.co.uk
- Customer must not have cancelled their Shell Energy broadband product
- Customer must not have a pending cancellation on their Shell Energy broadband product; and
- Customer must not have any overdue charges on their Shell Energy broadband account

Promotion is not available to existing Shell Energy broadband customers upgrading their existing service. All bill credits are inclusive of VAT.