

Broadband Price Change and the Introduction of Contracts – Frequently Asked Questions

Q1. Why has Flow changed its broadband prices?

A1. As we strive to provide you with the very best value and service experience, a price adjustment is necessary at this time to support the rising costs associated with maintaining a world-class fibre broadband service.

Q2. How much is the price increase?

A2. For most plans, the price increase amounts to \$5 (VAT Incl.); the table below details the price change per plan –

Package	Price at September 2017 (BBD)	New Contract Price (BBD)	New Non-Contract Price (BBD)
Fibre Basic	\$ 65.00	\$ 65.00	\$ 70.00
Fibre Essential	\$ 75.00	\$ 75.00	\$ 80.00
Superfast Fibre Plus	\$ 90.00	\$ 90.00	\$ 95.00
Superfast Fibre Max	\$ 110.00	\$ 110.00	\$ 115.00
Superfast Fibre Turbo	\$ 160.00	\$ 165.00	\$ 170.00
Superfast Fibre Ultra	\$ 200.00	\$ 200.00	\$ 205.00
Superfast Fibre Giga	\$ 595.00	\$ 595.00	\$ 605.00

Table 1
All prices are
VAT inclusive.

Q3. I noticed there are two “new” prices and one is for a “contract”. What does this “contract” entail?

A3. Flow’s new broadband contract allows customers to get an automatic discount on their broadband service once they sign up for a 1-year contract. For instance, customers who sign-up for a 1-year contract can save up to \$120 per year on their broadband service! *This “contract” is paired to the Residential Terms and Conditions that govern the Service Agreement between Flow and the Customer.

Q4. What benefits do I get with a broadband contract from Flow?

A4. Customers who have a broadband contract pay less than customers who don't!

However, all customers get the same *superfast* speeds and reliable service. The table below shows the difference in price:

Package	Download Speed (Mbps)	Upload Speed (Mbps)	Contract Price (BBD)	No Contract Price (BBD)
Fibre Essential	35	5	\$ 75.00	\$ 80.00
Superfast Fibre Plus	75	15	\$ 90.00	\$ 95.00
Superfast Fibre Max	175	50	\$ 110.00	\$ 115.00
Superfast Fibre Turbo	250	75	\$ 165.00	\$ 170.00
Superfast Fibre Ultra	350	100	\$ 200.00	\$ 205.00
Superfast Fibre Giga	100	200	\$ 595.00	\$ 605.00

Table 2
All prices are VAT inclusive.

Q5. What happens if I sign-up for a contract but I wish to terminate my contract before the end of the 1-year period?

A5. If you give us 3 months' (90 days) notice, we'll waive the early termination fee of \$150!

However, if you are considering withdrawing your broadband service because of service issues, financial challenges, or any other reason, please give us a call at 1-800-804-2994 or visit any Flow retail store so we can help find the best solution.

Q6. What happens if I'm an existing customer on one of these plans?

A6. As one of our valued customers we very much appreciate your business. As we strive to provide you with more value, you can continue to enjoy your usual price when you sign-up for a new contract.

Q7. When will these new contract options become available?

A7. Customers will have the option of purchasing broadband contracts from October 1, 2017.

Q8. What happens if I do not have a contract and I wish to terminate my service?

A8. Customers who wish to withdraw their service and do not have a contract can do so at any time without incurring a penalty.

Q9. If I sign-up a 1-year broadband contract, what happens at the end of the contract period?

A9. Once your 1-year contract period has expired, you will have the opportunity to re-sign a new contract.

Q10. If I take a broadband contract and I have FlowTV, will my TV automatically be on a contract as well?

A10. No; this contract *only* applies to your broadband service. Any other services you have with Flow - *TV, Home Phone, Mobile* - will not be tied to your broadband contract.

Q11. If I have a Triple-Play Bundle (Broadband, Home Phone, TV) can I take advantage of the broadband contracts?

A11. Customers with Triple Play are already enjoying the benefits of having a contract! For more information on our current suite of value-added bundles, please visit our website at <https://discoverflow.co/barbados/internet/bundles>.

Q12. I'm an existing customer, however, I don't see my plan listed in Table 1. What does this mean?

A12. If your package is not listed in Table 1 you will notice nothing different.