

Gifts and Cash back -

Cash back offers will only be payable by us after 6 months of the contract commencement date. In order to initiate your claim you will be required to submit copies of the service provider's monthly statement. To claim, after 6 months all statements up to and including a statement indicating the contracts have been connected over 6 months must be submitted. Please submit your copies of your mobile phone statements to the following address:

Contract Offers
Just3G Communications Ltd
Lonsdale House
52 Blucher Street
Birmingham
West Midlands
B1 1QU

Customers must include their offer voucher with any claim. This voucher is sent 7-10 working days from date of connection (For connections from 17/01/05). Claims received without an offer voucher cannot be processed.

Your claim will be processed once the relevant statements have been received. Should you not receive communication from us within 28 days of sending the statements, contact customer services at contractoffers@just3G.co.uk. Your claims need to be received in our offices within 7 months from the date of commencement of your contract. Late claims cannot be processed and will invalidate all subsequent rebate payments.

Cash backs are payable within 60 days of Just3G processing your bills, by BACS payment directly in your account. Cash backs will ONLY be payable in the nominated account for direct debit.

To validate a claim you must submit the original statements. Copies and faxes will not be accepted.

Half of your cashback is paid on processing of your first set of statements. The remaining half of your cashback is paid upon completion of your contract. Please submit the statements to the same department you used for the first cashback claim. You must submit your final 6 monthly statements to us within 28 days of your 12th month. Once the statements have been received, your claim will be processed and the remaining half of your cashback will be credited to your bank account.

WE RECOMMEND YOU RETAIN COPIES OF THE STATEMENT AS WE WILL NOT BE ABLE TO RETURN ORIGINAL COPIES. DUE TO THE LEVEL OF STATEMENTS RECEIVED WE CANNOT CONFIRM RECEIPT. THEREFORE WE SUGGEST WHEN POSTING THE STATEMENTS YOU USE RECORDED OR SPECIAL DELIVERY.

All claims showing a change of ownership will be classed as void.

If your name has changed, we will require two proofs of change, one proof required will be a legal deed showing change of name, the second will be a letter from the network confirming change of name. If you are unable to provide these proofs your claim will be void.

If your number has changed, we will require a letter from the network confirming change of number. If you are unable to provide these proofs your claim will be void.

Claims received prior to 6 months or with insufficient details will result in an increased processing time.

Just3G holds the right to change the method of payment for cash back without prior notice.

All offers are subject to availability and may be withdrawn with no prior notice.

Offers on handsets supplied by Unique Distribution Ltd are processed by Unique Distribution Ltd and any queries are to be forwarded to Three Direct on 0870 7330333.

It is the customers responsibility to make sure that all claims are forwarded correctly by following the procedure as listed in these terms.

All queries relating to contract offers must be forwarded to contract offers directly by emailing contractoffers@just3G.co.uk

With regards to any line rental offer on a Three talkplan (for connections from 1st April 2005 onwards), cash backs can be claimed in months 6, 9 and 12, in 3 equal amounts of the total cashback amount. You must provide original copies of your 6, 9 and 12 monthly three statements, showing prompt payments. You must claim each of these within 7 months of contract start date

(6th month bill), 10 months of contract start date (9th month bill). 13 months of contract start date (12th month bill). All other terms apply as above.

Number Porting/Transfers -

If you wish to transfer a number from your previous phone to your new 3 mobile, you need to do the following after Just3G has sent and you have received your new mobile phone:

- Call your existing network operator and ask them for a pac code for your existing mobile number.
- Call the 3 network and give them the PAC code (from this point the number transfer will take 5 working days)
- When supplied with your new 3 mobile phone, you will have a temporary phone number. This will be replaced with your existing number once the transfer is complete. During the 5 working day period both of your handsets will be active (old and new 'three' handset)