

Business Terms & Conditions for Broadband and Telecommunications Services

Effective Date: 16th June 2025

1. Introduction

These Terms and Conditions ("Agreement") apply to the provision of broadband, fixed wireless, digital voice (VoIP), and related telecommunication services by **I Need Broadband Ltd** to business customers. These terms apply in conjunction with your signed Service Order Form and any accompanying Contract Summary.

2. Definitions

- **Service** – The broadband or related services provided by I Need Broadband.
 - **Equipment** – Hardware provided by us including routers, modems, and aerials.
 - **Business Customer** – An entity or individual purchasing services for non-residential use.
 - **Off-net Services** – Services we provide through third-party partners where we do not own or control the infrastructure.
 - **SLA** – Service Level Agreement; a commitment on service uptime, fault response and resolution.
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3. Contract Term

We offer contract terms of:

- 12 months
- 24 months

- 36 months
- 60 months

The term applicable will be specified in your Service Order Form.

4. Service Charges and Invoicing

4.1 All services are billed monthly or annually in advance, depending on the selected payment option.

4.2 For **monthly billing**:

- Invoices are issued monthly and are due within **14 days** of the invoice date.
- Direct Debit is the default payment method; card payments may be arranged upon request.

4.3 For **annual billing**:

- Payment is due strictly within **30 calendar days** of the invoice date.
- Annual payments must be made via **bank transfer**.
- A valid **purchase order** must accompany all annual billing arrangements.

4.4 All charges are exclusive of VAT unless otherwise stated.

4.5 Late payment may result in service suspension or additional fees as outlined in Clause 11.

5. Off-Net Services and SLAs

Where we provide services via third-party infrastructure (off-net), the SLA, fault resolution timeframes, and any service availability guarantees are those of our upstream provider.

We are not liable for failures outside our direct control but will liaise with the provider on your behalf.

6. Installation and Access

- Standard installation is included unless otherwise agreed.
 - Non-standard installations will incur additional charges.
 - You must ensure access and permissions for our engineer at the agreed time.
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7. Equipment Ownership and Return

- All equipment remains our property unless purchased outright.
 - Upon termination, all rented equipment must be returned within 14 days to avoid charges.
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8. Fault Reporting and Maintenance

- Faults must be reported via our support portal or phone.
 - Business customers benefit from priority fault handling.
 - For off-net faults, timelines are governed by the partner's SLA.
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9. Relocation and Moves

If your business relocates:

- We will attempt to move your service.
 - If service is not available at the new location, the contract may be ended with liability for the remaining balance of the term.
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10. Early Termination

If you cancel during your contract:

- You will not be charged a separate early exit fee.

- You will be liable for the remaining contract balance, billed at the agreed monthly rate.
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11. Suspension of Services

We may suspend service for:

- Missed payments
 - Misuse of service
 - Force majeure or system maintenance
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12. Amendments

We reserve the right to amend these terms with at least 30 days' notice.

Changes that materially disadvantage you may permit you to exit the contract without penalty.

13. Limitation of Liability

Liability is capped at 125% of the charges paid in the previous 12 months.

We are not liable for consequential or indirect losses.

14. Governing Law

This Agreement is governed by English Law. Disputes will be subject to the jurisdiction of the English courts.