

I NEED BROADBAND LTD
STANDARD TERMS AND CONDITIONS FOR THE SUPPLY OF RESIDENTIAL
BROADBAND AND TELECOMMUNICATION SERVICES

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1. DEFINITIONS

1.1 In these Terms and Conditions:

- **"Company", "we", us, and "our"** refer to I Need Broadband Ltd.
 - **"Customer", "you", and "your"** refer to the person or entity contracting with the Company for the supply of Services.
 - **"Service"** refers to the provision of broadband internet access via fibre or wireless technology.
 - **"Equipment"** refers to any device, hardware, or accessories provided by the Company to facilitate access to the Service.
 - **"Contract"** means the agreement between the Company and the Customer for the supply of the Service, incorporating these Terms.
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2. CONTRACT TERM

2.1 The Customer may choose a contract term of 28 days, 12 months, 18 months, or 24 months.

2.2 The term commences upon the activation of the Service at the Customer's premises.

3. PAYMENT TERMS

3.1 Payment shall be made by Direct Debit.

3.2 The collection date shall be the date selected by the Customer upon account setup.

3.3 For legacy Customers, Direct Debits will continue to be taken on the 1st calendar day of each month.

3.4 Where a Direct Debit fails, the Customer shall be required to make payment via card.

4. INSTALLATION AND EQUIPMENT

- 4.1 The Company shall provide installation services where required.
 - 4.2 The Customer is responsible for ensuring access and safety at the premises.
 - 4.3 A person over the age of 18 must be present during the installation.
 - 4.4 All Equipment remains the property of the Company unless purchased by the Customer.
 - 4.5 Upon termination, Equipment must be returned in good condition, or charges may apply.
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5. SERVICE USE AND SUPPORT

- 5.1 The Service is provided for lawful use only.
 - 5.2 Routine service calls are provided free of charge to Customers with contracts of 12, 18, or 24 months.
 - 5.3 The Customer must report faults through the Company's designated support system.
 - 5.4 If Equipment is damaged by the Customer, only the cost of the item shall be charged.
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6. SUSPENSION

- 6.1 The Company may suspend the Service for reasons including non-payment, misuse, or breach of contract.
 - 6.2 The Customer remains liable for charges during any period of suspension.
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7. LIABILITY

- 7.1 The Company's liability for direct loss is limited to 125% of the total charges paid in the preceding 12-month period.
 - 7.2 The Company is not liable for indirect or consequential loss, including business interruption or data loss.
 - 7.3 The Company shall not be liable for any damage to the Customer's property not directly caused by negligence.
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8. TERMINATION

- 8.1 The Customer may terminate the Contract within 14 calendar days following activation ("Cooling-Off Period").
- 8.2 Where installation has been completed, the Customer may be charged the cost of installation.

8.3 Early Termination Charges (In-Contract)

- 8.3.1 If the Customer elects to terminate the Contract prior to the end of the agreed minimum term (12, 18, or 24 months), they shall be liable to pay a termination charge

equivalent to the total of all remaining monthly charges due under the Contract term.

8.3.2 For example, if the Customer is on a 12-month contract at £30 per month and terminates after 5 months, the remaining 7 months (7 x £30 = £210) shall be payable upon cancellation.

8.3.3 This remaining balance will be calculated from the date of termination notice to the end of the agreed term and shall be payable in full prior to service disconnection.

8.3.4 There is no separate or flat early exit fee. The charge is strictly based on the outstanding balance of the contract.

8.3.5 If the Customer agrees to transfer the Service to a new address within the Company's coverage area, the existing Contract shall continue without incurring early termination charges, subject to a successful reconnection.

8.4 If the Service is proven consistently below the agreed minimum performance for a period of three months, and the Company fails to rectify the issue, the Customer may terminate without penalty.

8.5 Where the Customer relocates to a location outside the Service area, the Contract may be terminated on payment of the remaining balance.

9. SPECIAL TERMS FOR PACKAGES

9.1 Unlimited packages are subject to fair usage. Excessive use may require the Customer to upgrade.

9.2 SOHO packages have data caps and may experience speed restrictions upon exceeding limits.

9.3 4G services are provided via third-party carriers. The Company does not guarantee speed or availability for 4G plans.

10. TELEPHONE SERVICES

10.1 Where the Company arranges installation of an Openreach telephone line, the Customer is liable for installation, rental, and usage charges.

10.2 Openreach telephone lines are subject to a minimum contract term of 12 months. Early termination of this service may incur additional charges.

10.3 The Company also offers Digital Phone Line (VoIP) services which are delivered over the broadband connection.

10.4 VoIP services include basic line functionality, and may require compatible hardware or configuration. The Customer is responsible for ensuring that any connected devices (e.g., telephones, handsets, routers with VoIP capability) meet the minimum technical requirements.

10.5 Emergency services access via VoIP may be unavailable in the event of a power or internet outage. The Customer should have alternative means of communication for emergencies.

10.6 Where VoIP is included as part of a broadband package, termination of the broadband service will also result in termination of the associated VoIP line.

11. RELOCATION

11.1 If the Customer relocates to a new address within the Company's service area, the Company shall endeavour to transfer the Service to the new address.

11.2 The existing Contract shall continue without incurring early termination charges, subject to a successful reconnection and applicable installation fees at the new premises.

11.3 If the Company is unable to provide the Service at the new address, the Customer may terminate the Contract and shall be liable only for the outstanding balance of the minimum term.

11.4 The Customer must provide a minimum of 14 days' notice in writing prior to relocation and confirm the new address and intended move-in date.

12. ACCESSIBILITY

12.1 The Company is committed to making its services and contractual documentation accessible to all customers.

12.2 Upon request, these Terms and Conditions, as well as other essential communications, shall be made available in alternative formats such as large print, braille, or audio.

12.3 Requests for alternative formats may be submitted via the Company's customer service contact channels.

13. GOVERNING LAW

13.1 These Terms shall be governed by the laws of England and Wales.

13.2 The parties submit to the exclusive jurisdiction of the English courts for the resolution of any disputes arising under this Contract.