

6G FIXED LINE BROADBAND TERMS AND CONDITIONS

THESE ARE THE TERMS AND CONDITIONS ON WHICH WE SUPPLY OUR FIXED LINE BROADBAND SERVICE TO YOU. THEY TELL YOU WHO WE ARE, HOW WE WILL PROVIDE OUR FIXED LINE BROADBAND SERVICE TO YOU, HOW YOU AND WE MAY CHANGE OR END THE CONTRACT AND WHAT TO DO IF THERE IS A PROBLEM.

Who we are: We are 6G Internet Limited, a company incorporated in England and Wales with company registration number 8675607 whose registered office address is Ribble House, Ribble Business Park, Blackburn, BB1 5RB ('we/our')

Who you are: You are our customer whose name, address and contact details appear on the **order confirmation** ("you/your"). You are over 18 and are not a business and are not intending to use the **service** wholly or mainly for business purposes.

Why these terms and conditions are important: These are the terms and conditions upon which we will provide you with the fixed-line broadband (Fibre to the Cabinet "FTTC" or Fibre to the Premises "FTTP", and any other services described in your order confirmation to the stated **service address** in return for you agreeing to pay the agreed **charges**.

Please take the time to read and understand these terms and conditions as they tell **you**:

- who **we** are
- how **we** will provide the **service** you have ordered
- how **you** need to pay
- how either of us can change or end the contract
- circumstances in which **we** can suspend services
- what to do if there is a problem
- other useful information

If **you** believe these terms and conditions (or any of the documents referred to) do not accurately reflect **your** understanding of what **you** have agreed, please let **us** know straight away.

You will see that certain words in these terms and conditions are highlighted in **bold** to draw to **your** attention that the word has a special meaning. These special meanings can be found in the glossary section at the end of these terms and conditions.

Where **we** refer in these terms and conditions to other documents (for example our **pricelist**, specific service terms or our **acceptable use policy**), those documents also form part of your **contract**. To make things easy, all of these documents can be found in one place on **our website** at www.6ginternet.com/info.

We have also included headings within these terms and conditions to help **you** find what you are looking for more easily.

Nothing in these terms and conditions affects your statutory rights.

Use of the **service** is subject to **our acceptable use policy** (which tells **you** how the **service** can and cannot be used) and **our privacy policy** (which tells **you** how **we** will collect, use, store and keep your personal information secure, as well as explaining your legal rights in relation to your personal information and how you can use those rights). These policies are available for **you** to read on

our website.

We believe in equal access to **our** services for everyone. Please refer to **our vulnerability** policy for further details.

If things go wrong and **you** wish to make a formal complaint, **our customer complaints code** explains what **you** can expect from **us**, how **we** will handle **your** complaint and progress it to a resolution. If at the end of that process, should **you** feel **we** have not properly resolved **your** complaint, **we** are a member of the Ombudsman Services dispute resolution scheme, which allows **you** to ask for **your** complaint to be resolved free of charge by an impartial third party. **We** agree to be bound by any decision they make.

1. Ordering your services and entering into a contract with us

1.1 To order any service **you** must complete and submit an **order form**.

1.2 If **you** complete an **order form** online, **you** will have the opportunity to check the form before **you** submit it to **us** so that **you** can correct any input errors.

1.3 If **you** place an order over the telephone, **we** will treat your verbal confirmation that **you** wish to order the **service**, on the terms agreed during the call, as submission of an **order form** and those details will be entered onto **our** system.

1.4 As part of the order process, and before **you** place an order, **we** will provide you with a **contract information** document and a **contract summary**. These documents will form part of **your contract** with **us**.

1.5 Submitting an **order form** in any of the ways described above will be treated as an offer by **you** to enter into a **contract** with **us** on these terms and conditions.

1.6 All orders are subject to verification and checks. If your order is accepted, **we** will send you an **order confirmation** by email (or by post if **you** request) and a legally binding **contract** will be formed when **you** receive the **order confirmation**.

1.7 **We** may decline **your** order for whatever reason. If **we** do, **you** will be notified as soon as possible.

1.8 **Your contract** is for the **minimum contract period** stated in **your order confirmation**. The **minimum contract period** will begin on the start date. **You** must pay for the **services** for the whole of the **minimum contract period** unless the **contract** is terminated in accordance with these terms and conditions. **Early termination charges** may apply if **your contract** is terminated during **minimum contract period** (please refer to section 11 below).

2. Your right to cancel (the "cooling-off period")

2.1 **You** have the right to cancel **your order** at any time during the 14-day period ("the cooling-off" period) that starts the day after **you** receive **your order confirmation**.

2.2 To exercise **your** right to cancel during the cooling-off period, **you** can:

- email us: cs@6ginternet.net
- call us: 0800 9156138
- write to us: 6G Internet, Ribble House, Ribble Business

Park, Blackburn, BB1 5RB.

2.3 If we install the **service** at **your** request during the “cooling-off” period, **you** can still cancel **your contract** provided that **you** do so before the “cooling-off” period ends. **You** will have to pay for the **services** **you** have used up to the point of cancellation as well as any **installation fee** that **you** agreed to pay. Any discounts that **you** may have been given will be disregarded when calculating how much **you** have to pay.

2.4 **You** must return to **us** at **your** cost, the **equipment** provided as part of the **service** (which is listed in **your order confirmation**) within 14 days from the date of cancellation. **You** will be charged for any **equipment** **you** fail to return at the prices set out in **our price list**. If **you** return the **equipment** but it is damaged or there are parts missing, **you** will be charged for the cost of replacing any missing parts or items or, where any **equipment** is damaged, **you** will be charged for the cost of repairing the damage (where possible) but these costs will not exceed the price of the **equipment**, as stated on our **price list**.

3. What You Need to Use the Service

Before we can provide **you** with the **Service**, **you** must satisfy the following conditions:

- (a) **Your** computer must meet the required specification given from time to time via www.6ginternet.com/info and;
- (b) Where applicable for the **service** **you** order, the telephone line **you** use to access the fixed-line broadband **service** must be a BT compatible fixed and operational line to the **service address** (“your Line”).

4. Installing your service

4.1 We will provide the fixed-line broadband **service** to the **service address** **you** notified to **us** as stated on **your order confirmation**.

4.2 After we send **you** the **order confirmation**, we will make an application to Openreach to switch (migrate) **your** services to 6G Internet. If Openreach is able to validate your application, we will notify **you** in writing of the estimated activation date for **your** broadband **service**. If **you** have an existing compatible line, this normally takes 10 working days from the date **you** receive **your order confirmation**. If Openreach is unable to make the switch for any reason, we will contact **you**. If **you** require a new line to be set up and we agree to do this for **you**, **your service** will normally take approximately 2 weeks to be activated from the date **you** receive **your order confirmation**.

4.3 If we are unable to migrate **your** line within thirty (30) days from the date of **your order confirmation**, **you** may cancel the **contract** by serving notice. **You** will be refunded any charges that **you** may have paid.

4.4 If **you** have previously received a slower broadband service from another internet service provider and wish to subscribe to faster 6G Internet products/service, we will seek to migrate **your line** as explained above. Due to technical constraints which are outside **our** control, when **your** line is migrated, **you** will initially receive the 6G Internet service on a like-for-like basis with the service **you** received from **your** previous service provider. Once the migration has taken place, we will seek to upgrade **your** line to enable **you** to receive the faster service. The

upgrading of **your** line should take between five (5) and twelve (12) days. **Your** ability to receive the faster broadband **service** will be dependent on the quality and physical limitations of **your** telephone line, which will not be known to **us** until after migration has taken place. If due to these matters, which are outside of **our** control, **your** line cannot be upgraded to the faster speed, **you** agree to receive the **service** for the remainder of the **contract** at the optimum speed 6G Internet can provide. **You** agree that 6G Internet's inability to upgrade your telephone line to achieve the desired speed will not amount to a breach by **us** of **our** obligations under the **contract** entitling **you** to cancel or terminate. The charges payable by **you** for the **service** will be those set out in **your order confirmation** and on your 6G Account Summary accessible through your myaccount on the website at myaccount.6ginternet.com, although we may agree to reduce **your** charges, we are not obliged to do so.

4.5 If an engineer appointment is required to install the **service**, **our** installations team will contact **you** (using the contact details **you** provided to **us** when **you** placed **your** order), to book an installation appointment at a time slot that is convenient for **you**. The installation appointment will be confirmed with **you** via SMS. **You** can contact **our** installations team at any time if **you** have any questions about the installation or to re-arrange the installation appointment. Should we need to change **your** installation appointment, we will contact **you** to arrange an alternative appointment slot. If **you** fail to keep an installation appointment or **you** cancel the appointment less than 48 hours before the time, **you** may be charged an **abortive visit fee**.

4.6 If **you** fail to keep an appointment or do not allow the engineer the required access to the **service address** at the appointment time, the installation will be cancelled and **you** may also be charged an **abortive visit fee**.

4.7 Someone over the age of 18 must be present in the **service address** at all times during the installation. Should this not be the case, the installation will need to be re-booked. **You** may also be charged an **abortive visit fee**.

5. Paying for your service(s)

5.1 **You** are responsible for and must pay the **charges** for the **service** in accordance with these terms and conditions. The main charges are set out in **your order confirmation**. Additional **charges** are referred to in these terms and conditions. A comprehensive list of all charges can be found in **our price list**.

5.2 All prices include VAT. Should the rate of VAT change at any time we are providing **services** to **you**, we will pass the change on to **you** and adjust the rate of VAT included in your bill accordingly.

5.3 We will begin charging **you** from the **start date**. **Recurring charges** are payable in advance. **One-off charges** become payable as and when they are incurred and billed.

5.4 **Your** first bill will include a proportion of **your recurring monthly charges** for the period from the **start date** to the **billing date**, together with the **recurring charges** for the following month. **You** will also be billed for any **one-off charges** or **usage charges** incurred during the period from the **start date** to the **billing date**.

- 5.5 All **charges** are payable by Direct Debit or by credit card but only when **you** have given **your** continuing authority for **us** to charge **your** credit card in relation to payments due under this **contract**. Other payment methods may be available but will attract additional charges set out in the **price list**.
- 5.6 **Your** Direct Debit or other payment instructions may be altered to **reflect any change** in recurring **charges** or to collect any other charges, including **usage-based charges, early termination charges, non-return charges or late payment charges** that may become payable by **you** under **your contract**.
- 5.7 **You** must ensure that all **charges** are paid by **billing date(s)**. If **you** do not pay the **charges** on time, you will incur a **late payment charge** which will be added to your **bill**. **We** may also suspend **your services** or end this **contract** (which could mean you become liable to pay an **early termination charge**).
- 5.8 **We** will bill **you** electronically either by making **your bills** available in **My Account** or by sending them to **you** by email to **your registered email**. **Your My Account** is password protected. It is **your** responsibility for making sure that **your registered email** is complete and accurate and for notifying **us** promptly should it change. **You** will remain fully responsible and liable to pay all bills that **we** post to **My Account** or send to **your registered email**, even if **you** do not access **your registered email** or **My Account** or if **you** are unable to access **your registered email** or **My Account** (except where this is due to our negligence).
- 5.9 If **you** choose to receive a paper bill, additional charges apply which are set out in the **price list**.
- 5.10 You are responsible for all charges incurred as a result of using the **service**, whether use is by **you** or someone else. However, **we** will not hold **you** responsible for **charges** incurred without **your** permission due to **our** negligence or breach of these **terms and conditions**.
- 5.11 If **you** think **we** have made a mistake in **our charges** or **you** dispute any **charge**, please let **us** know as quickly as possible, explaining clearly why **you** think there has been a mistake or **your** reasons for disputing any **charge**. **You** must still make payment of any undisputed **charges** in **your** bill.
- 5.12 **We** may (with **your** prior agreement), carry out credit checks on **you** by making searches about **you** with one or more credit reference agencies who will supply **us** with credit information about **you**, as well as confirming **your** address on the Electoral Register. The information **we** receive may also include information about other members of **your** household or those to whom **you** are financially linked. **We** may use this information to consider whether or not to accept **your** order and/or to confirm **your** identity and/or address. **We** may also use this information or carry out further credit checks to trace debt or prevent fraud. Details of searches **we** make will be recorded by credit reference agencies, even where **we** decide not to accept **your** order for **services**.
- 5.13 **We** use third parties to process and administer **your** payments.
- 5.14 If **you** do not pay **your** bills, **we** may use third-party debt collection services to recover the amounts that **you** owe. **We** may also transfer **your** debt to a third party. In either case, **your** personal information will also be transferred to that third party for it to use in connection with the recovery of **your** debt. Where **we** transfer **your** debt, **we** will no longer make any decisions in relation to the debt. You will be responsible for all reasonable costs and expenses incurred in collecting any debts **you** owe under this **contract**.
- ## 6. Using the service
- 6.1 In return for **you** paying your bills, **we** will provide the **services** set out in **your order confirmation** to the **service address**.
- 6.2 The **service** is for private use by **you** and members of **your** household only. It must not be used for any activities that are not reasonably expected of someone using a broadband service for domestic purposes.
- 6.3 **You** may not use any of **our** logos or trademarks in any way which could damage or undermine **our** reputation.
- 6.4 **You** agree to use the **service** in accordance with **our acceptable use policy** and to take reasonable steps to ensure that our **acceptable use policy** is observed by other people who use the **service**. **We** will hold you responsible for any use of the **services** that breaches **our acceptable use policy**, whether or not **you** authorised or were aware of the use. For example, if **you** allow someone to access the **services** by providing them with the username and password to **your** home Wi-Fi network, **we** will consider **you** responsible should they use the **services** unlawfully, for example by illegally downloading and transmitting copyright material. **We** may suspend the **service** or end this **contract** if the **service** is used in breach of our **acceptable use policy**.
- 6.5 **We** will not hold **you** responsible for any unauthorised use that occurs solely as a result of **our** negligence or breach of these terms and conditions.
- 6.6 **You** are responsible for keeping all usernames and passwords secure at all times. If **you** believe **your** security password may have been compromised, please contact us immediately.
- 6.7 **You** will be allocated an IP address as part of **service**. This will not belong to **you** and **we** may change it from time to time. **You** cannot sell or agree to transfer the IP address to another person and **your** permission to use an IP address that is allocated to **you** will end when this **contract** ends.
- 6.8 To protect **our** networks and maintain quality of service for all **our** users **we** can temporarily or permanently control or restrict **your** online activities using the **service** where such activities may have a detrimental effect on other customers' quality of service and it is reasonable for us to do so (e.g. sending "spam" Messages or if there are security or integrity incidents, threats or vulnerabilities).
- 6.9 **We** may modify or temporarily suspend the **service**, or part of it, to the extent necessary to carry out maintenance, technical repair, enhancement or emergency work. **We** will try to minimise the impact of this on your use of the broadband service and **we** will restore the service to **you** as soon as **we** can. Where possible, **we** will notify **you** if this occurs between the hours of 6am and midnight and is due to last for more than 1 hour.
- 6.10 If **you** wish to use a router or any other equipment that **we**

have not supplied to **you** in order to access **the service**, it is **your** responsibility to ensure it is compatible with the **service**.

6.11 You agree not to use the **service**:

- a) to transmit or receive any material (including making telephone calls) that may be considered illegal, defamatory, offensive, racist, obscene, indecent, menacing (including when talking to our customer service agents) or allowing someone else to do these things, or connected with any criminal offence;
- b) to do anything, or allow anything to be done, which could damage our network or any third party network;
- c) to do anything in contravention of any and all applicable laws, statutes, rules of regulations in force in the jurisdiction in which **you** use the **service** and where the **service address** is located;
- d) to do anything, or allow anything to be done, which constitutes a violation or infringement of the rights of any person (including rights to copyright or confidentiality) or a violation or infringement of any duty or obligation to any third party;
- e) to do anything which causes inconvenience or distress to any third party;
- f) for any marketing purposes or their procurement; or
- g) for fraudulent or criminal activities;
- h) other than in accordance with **our acceptable use policy**.

6.12 You agree not to tamper with **your** telephone line or otherwise do anything which may cause damage to it.

6.13 We may require **you** to reimburse us for any reasonable and foreseeable losses, costs and expenses which **we** incur as a direct result of the misuse of the **Service** either by yourself or by someone **you** have knowingly allowed to use the **Service** we provide to **you**.

6.14 All information and material submitted to and accepted by **us** via the **service** or the **website** by way of contributions to chats, discussions and user reviews shall be deemed to be and shall remain **your** property. However, **you** hereby grant **us** a royalty-free, perpetual, irrevocable, nonexclusive right to use, edit, copy, republish and distribute (for any purpose) any materials, data or other information that **you** submit must and **you** will not submit any such content unless you are able to grant this right. **6G Internet** shall not be subject to any obligations of confidence regarding such information, data or material except as required by law.

7. Equipment provided as part of the **service**

7.1 As part of the **service**, **we** will provide **you** with the **equipment** as set out in **your order confirmation**. Although you are responsible for keeping the **equipment** in good working order (subject to fair wear and tear) and for any loss or damage to the **equipment** after it has been installed, it will not belong to **you** and must be returned to us within 14 days of the end of the **contract**. Should **you** fail to return the **equipment** in good working order, **we** will charge **you** a **non-return fee**.

7.2 In the event that the **equipment** develops a fault that has not been caused by damage or misuse after installation, **you**

should contact **us** and **we** will, at **our** option, repair or replace it without charge. If requested, **you** must return the faulty **equipment** to **us** within 14 days. If **you** fail to do so, **you** may be charged unless **you** can provide proof that **you** have sent it to **us**.

8. Resolving any problems with your **service**

8.1 The **service** is dependent on the operation of third-party networks and the internet in general. As such, **we** cannot guarantee that the **service** will be fault-free, uninterrupted or secure. In addition, the performance and limitations of **your** devices and **your** Wi-Fi network may affect the actual speed that **you** experience when using **our** broadband service.

8.2 Should **you** encounter a problem with the **service**, please contact **us**. **Our** contact details can be found below and at www.6ginternet.com/info. **We** will endeavour to correct reported or known defects as soon as **we** reasonably can. **You** agree that, if necessary, **you** will co-operate with **us** and follow any reasonable instructions **we** may give **you** when trying to diagnose or resolve reported faults. If there is a fault with **our** network that materially impacts the **service**, **we** will do our best to resolve it within 48 hours. If **we** are unable to do so, **we** will not charge **you** from the date **you** reported the fault until the **service** is restored.

8.3 **You** understand and agree that **we** have the right to access and monitor the **network equipment and customer equipment** for diagnostic and maintenance purpose either remotely or by attending at the **service address**.

8.4 **You** may be charged for repairing a fault at the **service address** if, in **our** reasonable opinion, the fault has been caused by misuse of the **service** (including misuse or damage to the **equipment**) a failure by **you** to comply with these terms and conditions.

8.5 If **you** use **third-party equipment**, in conjunction with the **service** and our provision of the **service** is dependent upon that **third-party equipment**, **we** will not be responsible for any failure, delay, degradation or underperformance of the service caused by the **third-party equipment**, except when this is due to **our** negligence.

9. Our responsibilities

9.1 In performing **our** obligations under this **contract**, **we** will exercise the standard of care and skill to be reasonably expected of a competent communications provider, providing services of the nature being provided under this **contract**.

9.2 As a communications provider, **we** are regulated by OFCOM and must comply both with OFCOM's General Conditions of Entitlement as well as with any applicable directions issued (needs realigning) by OFCOM or other regulatory or legal bodies, insofar as they are applicable to the services.

9.3 **Our service** is intended for domestic and private use not for business and **we** have contracted with you as a consumer, not as a business. Should **you** use the service for any commercial or business purpose, **we** will have no liability to **you** for any loss or damage including loss of business, loss of profit, business interruption, anticipated savings or loss of business opportunity.

9.4 We are not responsible for the information that passes over our network and we have no control over the data or information you download or upload to the internet, when using the service nor are we responsible for any loss or damage to data.

9.5 Where you use **third-party devices** in conjunction with the service(s), we will not be liable for any failure or delay in service(s) caused by or due to problems with **third-party devices**, except to the extent those problems are caused by our negligence.

9.6 From time to time, the whole or any part of the service(s) may be suspended for routine maintenance work. We will give you as much notice of such suspension as reasonably possible but we will not be liable for any loss suffered by you or others as a result of such suspension.

9.7 Whilst we will use reasonable endeavours to keep its service(s) secure and free of viruses, worms and other hostile code, we do not guarantee or promise that this will be the case. We reserve the right to suspend the whole or any part of the service(s) at any time without notice or compensation, to investigate and take steps to try to stop or prevent any security breach or attack on our network or remove any suspected virus, worm or other hostile code.

9.8 The stated performance of our broadband service (including the download and upload speed) is measured to the socket or back of the router. Using multiple devices on your home network at the same time may affect the quality and/or performance of the service.

9.9 If we breach the terms of this contract or fail to provide the service using reasonable skill and care, in accordance with our legal duty of care, we will be liable to you for damage or loss that is foreseeable at the time we entered into this contract, either because it was obvious to us both or we discussed it.

9.10 We do not exclude or limit our liability to you in any way where it would be unlawful for us to do so, including liability for fraud or fraudulent misrepresentation or liability for death or personal injury caused by our negligence or the negligence of our employees, sub-contractors or agents. Likewise, we do not exclude liability should we breach your legal rights in relation to the services, including your right to receive the services supplied with reasonable care and how we described them.

10. Changing the contract

10.1 If you wish to make a change to the service you have ordered, just contact us and we will let you know if it is possible. If the service can be changed, we will let you know about any additional charges, when the change can be made and whether there are any additional requirements, for example committing to a new minimum contract period. Once you confirm that you wish to go ahead with the changes, we will send you an **order confirmation**.

10.2 We can make minor technical changes to the service or to these terms and conditions that we do not consider are to your material disadvantage or detriment. Examples of minor changes include;

- making alterations to the service(s) we consider are necessary to improve the quality of the service(s) or which are beneficial to our customers, for example if we make new features available as part of the service(s);
- changing these terms and conditions to reflect regulatory changes or improvements we make to our operations and the way we do business with you, for example changes to our policies and procedures or our business practices, or changes made to enhance security or accessibility or for technical reasons;
- minor changes or additions that do not affect you significantly, which improve, correct, update or harmonise our terms and conditions.

10.3 However, if we make changes that are to your material disadvantage or detriment, we will notify you in writing beforehand and you will have the right to end your contract before the changes take place. In particular if we give you notice of our intention to:

- increase the monthly recurring charges;
- increase any other charges you are required to pay and the proposed change is to your material disadvantage;
- make changes to these terms and conditions that are likely to materially disadvantage you;
- make any changes to the service which are likely to materially disadvantage you.

You may end your contract by giving us 30 days' notice. You will not have to pay an **early termination charge**.

11. Ending the contract

11.1 Your contract is for the **minimum contract period**, which is set out in your **order confirmation**. At the end of the **minimum contract period** the contract will continue until it is ended by you giving us not less than 30 days' prior notice. You can still end the contract during the **minimum contract period** but if you do so after the cooling-off period has ended (see section 2 above), you will have to pay an **early termination charge**, which is based on the number of months remaining of the **minimum contract period**. Please refer to our price list for details of how the **early termination charge** is calculated.

11.2 You may end this contract without having to pay an **early termination charge** if there is a permanent loss of service.

11.3 We may end this contract or suspend the service(s) if:

- (a) you fail to pay the charges by the date on which they are due for payment;
- (b) the service is used in a way that breaches our **acceptable use policy**;
- (c) we believe that you or someone else at the service address has committed or may commit a fraud either against us or any other person or organisation;
- (d) we believe that you have provided us with misleading, inaccurate or false information, for the purposes of obtaining or continuing the use of the services;

- (e) **you** or anyone **you** authorise to communicate with **us** on **your** behalf acts towards **our** staff or agents in a way **we** consider to be inappropriate;
- (f) **we** are required to comply with any applicable law or regulation or **we** are ordered, instructed or requested to do so by a competent authority, including but not limited to Government or the Emergency Services;
- (g) **you** breach this **contract** in a serious and non-minor way;
- (h) **we** are unable to provide the **services** because **we** no longer have the necessary licenses or permissions to do so or **we** determine that the **service address** can no longer be connected **our** network.

11.4 If **we** end **your contract** for any of the reasons given in sections 11.3 (a) to (g), you will have to pay an **early termination charge** if the contract is ended by us during the **contract minimum period**.

12. Moving home

12.1 If **you** are moving home, please contact **us** at least 30 days before the date **you** plan to move.

12.2 When **we** receive **your** request to supply the **service** to a different address, **we** will terminate the **service** at the **service address** and advise you whether **you** are able to receive the **service** at the new address. If **you** are able to receive the **service** at your new **service address**, subject to **you** paying a **home move charge**, **we** will arrange to provision the **service** at **your** new **service address**.

12.3 Within 14 days of the transfer of the **service** to **your** new address, **we** will refund any **charges** that you pre-paid for the period you were without the **service** as a result of the transfer. **We** will use reasonable endeavours to provide the **services** to **you** at the speed **you** have requested, however **we** cannot always guarantee this. The speed of **your** connection and download times may be slower, depending on the length of any telephone extension cables at the new address, the distance **your** new address is from the telephone exchange, the speed and quality of **your** router and modem and congestion on **our** network or the Internet.

12.4 If, for reasons outside of **our** control, **you** are unable to receive the **service** at all at **your** new service address, or **you** are able to receive the **Service** at **your** new address but, for whatever reason, decide not to do so, **your contract** will be treated as terminated. **You** will be refunded any pre-paid charges relating to the period beyond the date of termination. If termination occurs before the end of the **contract minimum period**, you will be liable to pay an **early termination charge** in accordance with condition 11.1.

12.5 If **you** wish to change the **service** when **you** move home, **you** may also need to enter into a new contract with a new minimum contract period.

13. Returning equipment at the end of the contract

13.1 At the end of the **contract**, **you** must return, at **your** cost, all the **equipment** provided to **you** as part of the **service**. If **you**

fail to do so, or the customer equipment is damaged or parts are missing, **you** will be charged either the **non-return fee** for each item of **equipment** or the cost of repairing any damaged equipment or replacing any missing parts, if possible.

14. Privacy and data protection

14.1 The ways in which **we** collect, use and keep secure **your** personal information and **your** rights, in relation to **your** personal information and how to exercise them, are set out in our **privacy policy**, which is available for you to read on **our website**.

14.2 **We** may monitor and record telephone conversations that **we** have with **you** for compliance, auditing and training purposes.

15. Other important terms and conditions

15.1 If **you** wish to transfer **your contract** to someone else, **you** will need **our** written agreement before doing so.

15.2 **We** may transfer **our** rights and obligations under **your contract** to another company or organisation. If **we** do, **we** will notify **you** in writing. Any transfer will not affect **your** rights under the **contract**.

15.3 This **contract** is between **you** and **us**. Unless these terms and conditions say otherwise, no one else has any rights to enforce the terms of this **contract**.

15.4 If **we** delay in enforcing any right that **we** have against **you** under this **contract**, this will not mean that **we** have waived that right and **we** will still be able to enforce it later.

15.5 Should a court or other regulatory body decide part of **your contract** is not legally enforceable, those parts will be ignored but the rest of the **contract** will remain in full force and effect.

15.6 English law applies to this contract and we may only bring proceedings against each other in the courts of England and Wales.

Glossary

The words in the glossary have the special meanings given to them:

“**abortive visit fee**” means the amount of specified in the **price list**;

“**acceptable use policy**” means the acceptable use policy at <http://www.6ginternet.com/info>;

“**charges**” means the charges payable by **you** for or in connection with the **service(s)** including **recurring charges, usage charges, one-off charges** as stated in your order confirmation and/or the **price list**;

“**call plan**” means a monthly call plan detailed in your **order confirmation**;

“**contract**” means the agreement between **us**, which is made up of these terms and conditions, the **order confirmation**, any applicable **service terms, contract summary, contract information, the price list, our privacy policy** and our **acceptable use policy**;

“**contract information**” means the prescribed information **we** are required to provide to consumers before they enter into a contract,

which includes information such as a description of the service, the length of the contract and the price;

“**contract summary**” means the document providing a concise and easily readable presentation of the main information **we** are required to provide to consumers, such as **our** contact details, description of the service, speeds of the internet service, price, duration, renewal and termination of the contract and features for end-users with disabilities,

“**equipment**” means any equipment supplied to **you** by or on **our** behalf for use in connection with the **service** (but excluding **network** equipment) as stated in **your order confirmation**;

“**early termination charge**” means the charge payable by **you** in accordance with these terms and conditions if **your contract** is terminated during the **minimum contract period** as detailed in the **price list**;

“**installation fee**” or “**installation charge**” means the fee or charge for installing the **service** at the **service address** as stated in your **order confirmation** and/or in the **price list**;

“**late payment charge**” means that charge detailed in the **price list** that is payable if **you** fail to pay any **charges** by the due date;

“**minimum contract period**” means the minimum subscription period that applies to the **service(s)** as set out in the order confirmation and/or price list;

“**my account**” means the secure part of the **website** that allows **you** to log in and securely access **your** bills, monitor usage of the **service** and update certain information;

“**non-return fee**” means the fee payable for not returning equipment as stated in the **price list**;

“**one-off charge**” means a charge that by its nature is not recurring, for example an **installation fee** or a **late payment fee**;

“**order confirmation**” means the communication (e-mail or letter) sent to **you** by **6G Internet**, confirming **your** order;

“**payment charges**” means charges that are payable for making payment of charges other than by Direct Debit;

“**postboard**” means the postboard at <http://www.6ginternet.com/info>;

“**pricelist**” means the **6G Internet** price list, from time to time in force as posted on the **website**;

“**privacy policy**” means the privacy policy at <http://www.6ginternet.com/info>;

“**recurring charges**” means the monthly **charges** payable by **you** in advance for the **services(s)** e.g. your **broadband service**, as detailed in **your order confirmation**;

“**re-connection fee**” means the amount specified in the price list from time to time in force;

“**registered email address**” means the email address that **you** provided to **us** when **you** signed up for the **services** as stated in the **order confirmation**;

“**service**” means the fixed line broadband service and any other services stated in your **order confirmation**;

“**service address**” means the residential address at which **6G Internet** agrees to provide the **services(s)** to **you** as set out in the **order confirmation**;

“**start date**” means the date when the **service(s)** is/are first made available for **you** to use;

“**telecom provider**” means **6G Internet's** provider(s) of elements of the **service(s)**;

“**third-party equipment**” means any equipment, including but not limited to telephones, handsets, modems and routers, not supplied to **you** by **6G Internet** as part of the **service(s)**;

“**website**” means the 6G Internet website at www.6ginternet.com;