



These **Service Terms** apply to all 6G Line and Voice Services (“**Telephony Services**”) provided by 6G. They are subject to our Residential Terms and Conditions.

1. **Meanings**

Certain words used in these **Terms** have specific meanings. Where they do they appear in bold text. A list of the majority of these words is set out below under the heading “Defined Terms”. Others appear in the text of these **Terms**.

2. **The Service(s)**

2.1 **What services will we provide?**

In exchange for **you** paying the **Charges**, **we** will provide **you** with any one or more of the following **Services** as stated on **your Order Confirmation**:

- (a) A **6G Line** providing the capability to make and receive voice calls.
- (b) A calling plan, which often includes discounted call charges and inclusive calls to certain numbers or locations, to be used in conjunction with your 6G Line (“**Call Plan**”)
- (c) A range of telephony related services and functionality (for example call waiting or call diversion) to compliment and facilitate the use of the **6G Line** and **Call Plan**, some of which are provided as standard whilst others may attract an additional **Charge** (“**Optional Services**”) details of which are set out in **your Order Confirmation** or the **Price List**.
- (d) A telephone number or number porting service to enable **you** to use, where possible, **your** existing number with the **Service(s)**.

Your voice service may not work if there is a power cut or broadband/Air Fibre failure. You can make calls to the Emergency Services (999) using 6G Telephone Services. 6G will register your Service Address with the Emergency Services so that they can identify the physical address from where a call to the Emergency Services is being made. However, this information may be limited if you do not register the Service Address with us appropriately or you fail to notify us of any changes to the Service Address

2.2 **What do you need to use the Service(s)?**

Before **we** can provide **you** with the **Service(s)** **you** must satisfy the following conditions applicable to **your** chosen **Service(s)**:

**You** must:

- (a) Have an operational **6G Transceiver** and **Ancillary Items** installed at the **Service Address**;
- (b) Have an maintain an electricity supply at the Service Address;
- (c) Provide **your** own telephone apparatus (details of which **you** agree to provide **us** upon request) which should be in good working order, technically compatible with the **Service(s)** and comply with all applicable regulations and laws from time to time in force;
- (d) Have an operational router that is compatible with the Service (details of compatible routers can be provided upon request).
- (e) Have a **Service Address** located in the **Service Availability Area**; and

- (f) Not have any **Incompatible Products** installed on **your** telephone line that could prevent the operation of the **Service(s)** or, where **you** take **Line Rental**, the provisioning of the telephone line.

**Incompatible Products** include:

- Subscriber Pulse Metering;
  - Internet for Schools;
  - all Featureline products;
  - BT Select Services Call Diversion including lines with by- pass numbers and remote option control;
  - BT Select Service Packages which include the Call Diversion package;
  - ISDN 2 & Business/Home Highway Call Diversion packages which include basic diversion, diversion on engaged and diversion on no-reply;
  - ISDN 30 Call Diversion packages, which include basic diversion, diversion on engaged and diversion on no reply for voice only and both voice and data calls;
  - Smart Divert; Remote Call Forwarding 10 number;
  - Exchange Line on Customer Call Forwarding Equipment; Change Number Interception with call forwarding;
  - Social Telephony (e.g. BT’s Light User scheme);
  - individual CPS configuration for each CLI;
  - Public and managed payphones;
  - Inbound only CLI (e.g. Call Sign and By pass)
- If you are uncertain whether you may be affected by any of the above restrictions, please contact the sales administration Department whose contact details are at [www.6ginternet.com/info](http://www.6ginternet.com/info)

2.3 **Activation of the Services**

- (a) **We** will use reasonable endeavours to make the **Service(s)** available to **you** on or before the **Start Date**. If **we** are unable to do so **we** will advise **you** of the position, the reason for the delays and when **we** anticipate being able to provide **you** with the **Service(s)**.
- (b) The Service cannot be activated without an operational 6G Transceiver first being installed at the Service Address.
- (c) **You** may not be able to use the services of other carrier pre-select providers, third party calling plans, broadband or data services using **your 6G Line**.

3. **Minimum Contract Period**

The minimum contract period for the **Service(s)** is 24 months from the **Service Start Date** (“the **Contract Minimum Period**”). Upon the expiry of the **Contract Minimum Period** **you** may terminate the **Service(s)** by giving **us** not less than 30 days written notice.

4. **Charges – How much do I pay?**

- 4.1 The standard **Charges** for **Services** are listed in the **Price List** and/or **your Call Plan**.
- 4.2 **Charging** will begin on the date the **Service(s)** is/are first made available for **your** use.
- 4.3 **We** work out the cost of each **Call** by calculating the duration of the **Call** (rounded up to the nearest 60 seconds) and then multiplying the duration of the **Call** by the applicable rate as set out in your **Call Plan**. Different rates apply depending upon the destination of **your Call** and the day and the time of day the **Call** is made and **your** chosen **Call Plan**. **Call Charges** are rounded up to the nearest £0.01 and may be subject to a minimum **Connection Charge**. The various rates, discounts and allowances (if any) and any minimum Connection Charges that apply to **your** chosen **Call Plan** are set out in **your Call Plan** or the **Price List**. **Call Charges** are generally payable monthly in arrears.
- 4.4 **6G Line** charges are generally payable monthly in advance and are fixed (i.e they are not dependant on the amount of use).



- 4.5 **Charges** will be calculated in accordance with details recorded by or on behalf of **6G**.
- 4.6 **We** reserve the right to increase the **Charges** but should **we** do so **we** will give **you** at least one calendar month's prior notice in writing of any increase in the price which is likely to be to **your** material detriment, unless the price increase results from **you** changing the **Service(s)** or is required for legal or regulatory reasons. **We** will also let you know about any other price changes in writing or by putting a notice on the **Website** or through another suitable method. If **we** increase the charge for the **6G Line** during the **Contract Minimum Period** (other than for legal or regulatory reasons) this is likely to be to your material detriment meaning **you** may cancel **your Call Plan** without payment of any **Early Termination Charge** within 30 days of notification of such an increase being given. If **you** do not cancel within the 30-day period **you** will be deemed to have accepted the price increase and **your** right of termination under this condition will be lost. If **6G** makes changes to the **Call Charges** within **your Call Plan** these changes are unlikely to be to your material detriment, but where **we** consider they are, **we** will notify of the changes in accordance with this condition and **you** will have the right to end **your** contract without being required to pay an **Early Termination Charge** if **you** do so within 30 days from the date notice was given.
- 4.7 As an anti-fraud, credit control or any other appropriate measure or reason, **we** may set a call spend limit on **your 6G** account, which may vary from time to time to time. Details of any limit are available upon request. If **you** exceed this limit **you** will remain liable for all **Charges**. However, **we** reserve the right, but are not obliged, to restrict or suspend part of all of the **Service(s)** without having any liability to **you** in the event of the limit being exceeded. **We** may also change **your** payment terms, including but not limited to requesting a pre-payment on account, depending on **your** call profile, payment method and/or payment history or in any other circumstance if **we** consider it reasonable.
- 4.8 Except as provided in condition 4.9 below, **you** are responsible for all **Charges** incurred as a result of your use of **6G Telephony Services** and the use of these services by any person via your account.
- 4.9 **6G** will not hold **you** responsible for **Charges** resulting from any unauthorised use of **6G Telephony Services** made via **your** account if such use results from **6G's** negligence or breach of these Conditions. However, and for the avoidance of doubt, should such use occur you will not be entitled to a refund of the whole or any part of any "all inclusive" **Charge** (for example, a fixed Charge that is not linked to the usage of **6G Telephony Services** during the relevant period).
- 4.10 **You** will receive an electronic bill every month via **My Account** setting out the **Call Charges** made in the preceding billing period and, if applicable, any other **Charges**, including call package charges or **6G Line** charges for the following month. Notification of **your** bill will be sent to the e-mail address **you** have provided. **You** will then be able to view **your** bill online by accessing **your** account at [www.showmybill.com](http://www.showmybill.com). **Your** account will be password protected. **Your** bill will contain a summary of the **Charges**, including **Call Charges** incurred during the billing period any **6G Line** charges, if applicable. Itemised and paper bills are available upon request but may attract an additional charge. Large print or Braille format bills are available upon request and without charge by contacting **our** Customer Services department.
- 4.11 **You** must pay the **Charges** by direct debit or by credit card (additional handling charges may apply) within 14 days of the date of **your** bill.
- 4.12 **We** may alter **your** Direct Debit or credit card instruction if the price of **your Call Plan** or **6G Line** charges change for any reason or to collect payment of any **Early Termination** or other **Charges** that may become due and payable.
- 4.13 **6G** may suspend and/or terminate the whole or any part of the **6G Telephony Services** should **you** fail to make payment in accordance with the terms of **your Contract**. If **we** suspend **6G Telephony Services** in whole or in part for reasons of **your** non-payment or other breach of **your Contract** and subsequently resume the **Service(s)** **we** reserve the right to charge **you** a **Reconnection Fee** at the prevailing rate set out in the **Price List**.
- 4.14 If **you** dispute any of the **Charges** on **your** bill, **you** must notify **6G** within 14 days of the date of **your** bill giving full reasons (preferably in writing) for the dispute. **You** must pay any undisputed **Charges**.
5. **Quality of Service - What quality of service can I expect?**
- 5.1 **We** aim to provide a continuous high quality service but do not warrant (or promise) that the **Service(s)** will be free of defects, uninterrupted or secure.
- 5.2 **We** will endeavour to correct reported defects as soon as **we** reasonably can. In performing **our** obligations under the **Contract** **we** will exercise the care and skill to be reasonably expected of a competent internet service provider.
- 5.2 The quality of the **Service** may be dependent on the continuous operation of **your 6G Transceiver** and **Ancillary Items** and a line of site being maintained between the Service Address and our network, geographic, atmospheric or other conditions or circumstances beyond **our** reasonable control.
- 5.3 **6G's** provision of the **Service(s)** is dependent wholly or in part upon the operation of the **Telecom Provider's** telecommunications network.
- 5.4 **6G** will not be liable for any failure or delay in the **Service** due to problems with the **Telecom Provider's** telecommunications network, except to the extent that those problems are caused by **our** negligence.
- 5.5 From time to time **we** may suspend the whole or any part of the **Service** for routine maintenance work. **We** will give **you** as much notice of any suspensions as is reasonably possible by posting details on the service status page at <http://www.6ginternet.com/info> or by e-mail, but **we** will not be liable for any loss suffered by **you** or others as a result of such suspension.
6. **Your responsibilities and obligations – dealing with 6G and others and your use of the Service(s)**
- 6.1 **You** agree to only use **6G Telephony Services** for private residential use only, not for commercial or business purposes, and will not re-sell the **Service(s)** to third parties;
- 6.2 **You** will not, nor will **you** allow any one else, to use the **Service(s)** (with a telephone or through a computer or by other means):
- (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;
- (b) to do anything, or allow anything to be done, which could damage **our** network or any third party network used to provide the **Service(s)**;



- (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(s)** and where the **Service Address** are 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, annoyance or distress to any third party;
  - (f) for any marketing purposes or their procurement; or
  - (g) for fraudulent or criminal activities.
  - (h) to block any means of **we** have of identifying **you** which that line/connection provides
- 6.3 **You** authorise **6G** and **our** selected supplier(s), agent(s) and/or telecommunications carrier(s) to route **Calls** as may be reasonably determined to provide **you** with the **Service(s)** and to administer the **6G Telephony Service**;
- 6.4 **You** agree to provide **6G** (or any person **we** authorise to collect it on **our** behalf) with any information **6G** or our selected supplier(s), agent(s) and/or telecommunications carrier(s) reasonably require to provide and/or administer the **Service(s)**. **6G** and its selected supplier(s), agent(s) and/or telecommunications carrier(s) will hold and process information obtained about **you** as a result of providing **you** with **6G Telephony Services**.
- 6.5 **You** are responsible for providing and maintaining in working good order telephone apparatus, modems and **your 6G Transceiver** and **Ancillary Equipment** to enable **you** to use **6G Telephony Services** and **6G** shall neither be liable to **you** nor shall it be breach of the **Contract** if the **Services** are adversely affected or **you** are unable to use them (whether in whole or in part) by reason of **your** failure to meet **your** responsibilities in accordance with this condition, save when caused by **6G's** negligence of breach of your **Contract**.
- 6.6 **You** will co-operate with and will keep any appointments agreed with **6G** or its agents, for the provision and/or maintenance or repair of **6G Telephony Services** and you acknowledge and agree that failure to do so may result in you being liable to pay an **Abortive Visit Fee**; and
- 6.7 **You have responsibility for checking that any monitored alarm system you have is compatible with 6G Telephony Services. 6G will not be responsible for any failure to deliver an alarm signal due to incompatibility or suspension or termination of your account.**
- 6.8 **You** agree not to tamper with **your 6G Line**.
- 6.9 In using the **Service**, **you** must comply with:
- a) **our Acceptable Use Policy** both in letter and spirit and **you** must also take reasonable steps to ensure that other persons using the **Service we** provide to you also comply with this policy; and
  - (b) any **Fair Usage Policy** from time to time in force
- 6.10 **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 use of the **Service(s)** (including but limited to your failure to adhere to condition 6) either by yourself or by someone **you** have knowingly allowed to use the **Service(s)** **we** provide to **you**.
- 7. Telephone Numbers**
- 7.1 You accept that you do not own any telephone number we make available to you. You agree not to sell or transfer any number provided to you or to advertise it in or on a BT phone box.
- 7.2 **You** may request **us** to transfer an existing telephone number for use in connection with the **Service(s)** or a third party service. If **you** do, **we** will use our reasonable endeavours to enable this to happen. However, for reasons outside of **6G's** control this may not be possible and, when applicable, we may need to issue a new number to enable **you** to use the **Service(s)**.
- 7.3 **6G** reserves the right to change **your** number if required to do so to comply with any numbering conventions, regulations or applicable legislation, including any conditions or requirements of OFCOM.
- 7.4 Changing **your** telephone number or issuing **you** with a new number in accordance with condition 7 will not entitle **you** to terminate this **Contract**.
- 8. Technical Support**
- 6G** offers telephone technical support ("**Technical Support**") in respect of the **Service(s)**. If **you** require **Technical Support** please refer to [www.6ginternet.com/info](http://www.6ginternet.com/info).
- 9. Our responsibility to you**
- 9.1 If you suffer a continuous total loss of the Service at any time after we have provided it (save as a result of any failure or inoperability of your **6G Transceiver** or **Ancillary Items**), we promise to put things right by midnight on the third weekday (not public and bank holidays) after you have reported the fault to us unless a specific appointment date is agreed. We will treat a fault reported after 6pm on a weekday, or anytime at weekends or on a public or bank holiday, as if you reported the fault at 9am on the next weekday after the day you reported the fault to us.
- 9.2 By continuous total loss of the **Service we** mean the inability to make and receive **Calls** using the **Service(s)** due to a fault in any part of **6G's** network, which excludes any third party network or any network within **your Service Address, your 6G Transceiver** or **Ancillary Equipment**.
- 9.3 Should **we** fail to rectify reported faults that are within **our** control within the aforementioned time frame **we** will provide **you** with a credit for each whole day that **we** are late in restoring the **Service**. This credit will be equal to the daily charge of **your 6G Line**, or, if **you** do not pay for **your 6G Line**, our standard published monthly tariff for a **6G Line**.
- 9.4 **You** must contact **us** in writing to claim a credit. If **your** credit request is been approved it will be applied against future or current outstanding **Charges** due for the **Service**.



9.5 **Our** only responsibility is to pay **you** the credits described above, unless **we** are negligent.

**10. What happens at the end of the Contract?**

10.1 **You** may end the **Contract** for the **Service** by serving notice in accordance with the termination provisions contained in **our Residential Terms and Conditions**.

- a. If **you** are using any services, applications or features, which are free of charge, these will end on the day **your Contract** with **6G** ends.
- b. If **you** end the **Contract** prior to the expiry of the **Contract Minimum Period**, an **Early Termination Charge** may apply.

**11. Defined Terms**

**"Abortive Visit Fee"** means the sum of specified in the **Price List**;

**"Calls"** means the ability to make and receive voice calls using Voice over Internet Protocol;

**"Call Plan"** means the tariff or grouping of call costs and associated charges, together with any applicable discounts and call allowances, selected by **you** and generally described **your Order Confirmation** the full details of which are set out in the **Price List**;

**"Call Charges"** means the charges for making **Calls** charged at rates set out in **your Call Plan**

**"Charges"** means the charges payable by **you** for the use of the **Service(s)** full details of which are set out in the **Price List** and **My Account**;

**"Contract"** means the legal agreement between **you** and **6G** made up of these **Service Terms**, the **Residential Terms and Conditions**, the **Price List**, the **Privacy Policy**, the **Fair Use Policy** and the **Acceptable Use Policy**;

**"Connection Charge"** means the charge for connecting the **Service(s)** or a **Call** as detailed in the **Price List**;

**"Data"** has the same meaning as in our **Privacy Policy**;

**"Service(s)"** means the **Telephony Services** more particularly described in the **Order Confirmation** and in **My Account**;

**"Service Availability Area"** means the geographical area in which **6G** is able to provide the **Service(s)** over its own network;

**"Start Date"** means the estimated date for commencement of the **Service(s)** as stated in your **Order Confirmation**;

**"6G Line"** means the connection from the Service Address to our network via a **6G Transceiver**;

**"6G"** or **"our"** or **"we"** means 6G Internet Limited a company registered in England and Wales with company number 8675607 whose registered office address is 4 Lockside Office Park, Lockside Road, Preston PR2 2YS;

**"us"** means **you** and **6G**; and **"you"** and **"your"** means the purchaser of the **Service(s)**