



SPEED GUARANTEE – BROADBAND ONLY

We guarantee the advertised speed of your broadband service to the router as stated on your order confirmation.

If the speed provided from our network to your router falls below the guaranteed speed for 3 consecutive days (whether consistently or intermittently) please contact us right away and we will diagnose the issue. If we are unable to fix the issue within 24 hours of you first contacting us we will not charge

you until the problem is fixed. If we are unable to resolve the issue and restore the speed to the guaranteed speed or you are not happy to reduce your package costs to match the speeds you are getting within 30 days you can end your contract with us without having to pay an early termination charge.

This speed guarantee does not apply to outages or planned maintenance.