



## **Terms and Conditions for Your Residential Customer Service Agreement**

These terms and conditions set out the agreement between ('you' or 'the customer') and Combnet Broadband. Your use of the services will be governed by the terms of this agreement. Please read through these terms and conditions carefully.

The words highlighted in bold throughout these terms and conditions have special meanings which can be found in the Glossary at the back of these terms and conditions.

### **A Getting our services**

1. We will try to meet any date which we agree with you for installation or activation of the services, but we may have to change the installation date we give you or activation may be delayed. If we do, we will try to notify you of any changes as soon as possible.
2. You agree that you or a person authorized by you (who is 18 or over) will be present when we install the equipment at your home.
3. Where we need to install equipment at your home, we will make every effort to fit the equipment where you prefer. However, in some circumstances this may not be possible because of technical or other reasons. If this is the case, we will connect the equipment as we see fit. We will also supply any necessary additional equipment when we fit the equipment. Please do not move any existing equipment. Should you wish to alter the routing of any existing equipment such as cables or wall sockets, you should contact us.
4. Where we do not need to install equipment at your home, we will either send you all the Combnet Broadband equipment you need to connect to our services, or advise you of any additional equipment you need to have to connect to our services. Just to remind you, if applicable, it is your responsibility to purchase the equipment and additional equipment as notified to you. We will not be liable to you for any loss or damage caused by your installation of the equipment or additional equipment.

5. Where we have recommended equipment for use with the services and you chose not to take our recommendation, we cannot guarantee compatibility of the equipment or provide installation or ongoing support.
6. You are responsible for applying for any consents and permissions necessary for us to connect and maintain the equipment at your home (for example, any permission necessary to lay cable from the street to your address). We are not obliged to install or provide the services unless all consents and permissions have been obtained.
7. Our obligation to provide the services is also subject to survey. If a survey shows that the services cannot be installed or connected at your home, or if a non-standard installation is required, we may cancel any installation date we have given you and terminate this agreement. We will do our best to notify you of this as soon as possible after the survey. We shall be under no liability whatsoever to you for any failure to provide the services in these circumstances but we will refund you for any payments you have already made to Combnnet Broadband for installation or the services.
8. We do not have to connect the equipment at your home or to otherwise keep to this agreement if:
  - a. your home is outside our service area or in a part of our service area where no cable has been laid, or we are unable to activate the services on your line or at your home for any reason;
  - b. it is not practical to carry out the connection for health and safety reasons;
  - c. you are not able to be a customer because you have previously misused our services;
  - d. your PC or network interface card does not meet our minimum specifications for Internet access;
  - e. your PC or its operating software does not work correctly or normally for Internet access; or
  - f. It is not practical to carry out the connection for any other reason.

## **B About our services**

### **1. General**

- a. If you keep to the terms of this agreement, we will provide you with the services.
- b. As well as these terms and conditions, our services have other legal stuff which applies to the services and their use, as published by us on the Combnet Broadband website. These may be updated by us from time to time. For example, for our Internet access, these include our 'acceptable use policy' which you can read on the legal section of the website. The other legal stuff will apply to your use of the services so, when you first use the services, you must read through them carefully.
- c. In supplying the services we will always use our reasonable skill and care but are not able to guarantee fault-free performance.
- d. From time to time, we may let you try certain services for free. We also have the right to withdraw these trial services at any time and without giving you notice.
- e. From time to time, we may supply you with services, channels, programmes, as part of a promotion or for promotional purposes and whether for a charge or otherwise. We may at any time stop such supply or change the promotional services, channels, programmes.
- f. Some services (for example, television channels that form part of our television services) are supplied by other organisations. As a result, we may, due to matters outside our reasonable control or for commercial or contractual reasons, change all or any programming, programming services, channel allocations and channels, or cancel, postpone or alter the details of any advertised programmes without notice.
- g. You agree that you are liable for any charges on your account regardless of whether you or anybody else (with or without your permission) runs up those charges (unless the charges result from fraud by someone else which you could have had no control over). For example, if someone who has access to your home uses the services, we would consider them to be within your control and you would be liable for those charges. If you do become aware of any fraud by someone else, you must tell us as quickly as you can. Under no circumstances should you give your PIN numbers and passwords to anybody else (unless you're happy for them to use your account and add charges on your account).

- h. With your permission, we may monitor email and internet communications, including without limitation, any content or material transmitted over the services.

## 2. **Combnet Broadband**

- a. For Internet access you agree that your PC will meet the minimum specifications as detailed on our website. You also agree that you'll either have a USB port available or that you will install a network interface card on your PC. You also agree that you will carry out a virus check before the services are connected. If this is not the case, we will not be able to provide you with these services. From time to time we may change the minimum specifications needed to use the Internet access, which will appear in our published materials or on our website.
- b. In the case of Internet access, you will be liable for any charges from other organisations while using these services, as well as those billed by us as set out in our price guides.
- c. Due to the nature of the Internet, we cannot guarantee specific levels of performance for the Internet access.
- d. Any Internet address allocated by us to you will at all times belong to us and you may not sell or agree to transfer the number to any person. You will have a non-transferable licence to use such Internet address whilst you receive Internet access from us. In the event this agreement is terminated, for whatever reason, your licence to use the Internet address shall automatically terminate and thereafter you will not use the Internet address.
- e. It is your responsibility to keep back up copies of any data uploaded to our servers and you are responsible for any system you establish to monitor your webspace contents and use. If your use of storage allocation exceeds the amount allocated to you we will notify you and ask you to either reduce your use of webspace contents or pay for the additional webspace.

- f. We reserve the right to remove by immediate notice material placed on our servers by you or other users which we, in our reasonable opinion, believe violates this agreement or is otherwise harmful to our interests or the interests of other users of the interactive services and/or internet access.
- g. We reserve the right to monitor and control data volume and/or types of traffic transmitted via Internet access. In the event that you exceed any usage allowance applicable to your Internet access or your use does not comply with the 'acceptable use policy' which you can read on the website, we reserve the right (at our sole discretion) to reduce, suspend or terminate your Internet access. During any time of reduction or suspension, you will remain liable for the payment of your original level of Internet access charge. We also reserve the right (at our sole discretion) to re-grade your Internet access to a different speed and/or usage allowance at the appropriate charge. If we make such changes we will notify you as soon as possible.

### **C Looking after your services**

- 1. We will provide any maintenance services during normal working hours that we believe are necessary for our system and equipment to work properly and for us to provide the services to you.
- 2. We will always aim to provide you with the best service possible, but we can't guarantee that the services will be fault free. For example, we will not be liable for interruptions, reception, picture degradation or other problems with our television services which are beyond our reasonable control. You agree that you will tell us about any fault in the services by phoning, emailing or writing to our Customer Care team, who will aim to respond as promptly as possible. In many circumstances it is possible to correct a fault over the phone. If this is not possible, we will send a technician to correct the fault.
- 3. If you prevent us from carrying out our maintenance (at a time previously agreed and arranged with you), or if the maintenance necessary is the result of any one or more of the following, we will be entitled to charge you a service fee (listed in our price guides):

- a. Misuse or neglect of, or accidental or wilful damage to, the equipment;
  - b. Fault in, or any other problem associated with, your own equipment or any system that we do not cover;
  - c. Your failure to keep to this agreement.
4. You are responsible for maintaining any equipment that is relevant to the services, which you own (for example, television sets and so on).
5. We are not responsible if you are not able to use the services because your equipment (for example, your PC, modems, network interface cards, printers, or other equipment) does not work properly, is not compatible with the system or does not meet the minimum specifications.

#### **D Using our services**

1. You are responsible for the way the services are used. You must not use the services to do any of the following acts or allow anyone else to use the services to do such acts:
  - a. Send a message or communication that is offensive, abusive, defamatory (damages someone's reputation), obscene, menacing or illegal;
  - b. Cause annoyance, nuisance, inconvenience or needless worry to, or break the rights of, any other person;
  - c. Perform any illegal activity;
  - d. Break, or try to break, the security of anyone else's equipment, hardware or software;
  - e. Deliberately receive, use, own, post, transmit or publish obscene material (including, but not limited to, child pornography);
  - f. Upload, post, publish or transmit any information or software that is protected by copyright or other ownership rights without the permission of its owner;
  - g. Copy or distribute any software or services we provide (but you may make a backup copy of the software we provide for your personal use);

- h. Use any services for commercial or business purposes;
- i. Use any Internet Protocol (IP) address that we have not assigned to you. Put simply, you may not use your Combnet Broadband internet connection to harm the service of another internet user or impersonate another user, whether on our network or external to our network. You acknowledge that we may change your Internet Protocol (IP) address from time to time without giving you notice;
- j. Use the services in a way that (i) risks degradation of service levels to other customers, (ii) puts our system at risk and/or (iii) is not in keeping with that reasonably expected of a residential customer.

If we believe that you are using the services in any of these ways, we are entitled to reduce, suspend and/or terminate any or all of the services without giving you notice.

2. You must, at all times, make sure that the way you use the services does not break the law or the rights of any other person. You are not allowed to copy or record any of the services, or any television or radio programmes contained in the services, except for your own private, domestic and non-commercial use (and if this kind of copying for personal use becomes illegal in the future, you must stop doing it). By law, you are not allowed to show the services, or any programmes contained in the services, to the public where an admission fee is charged.
3. You agree to take responsibility for all liabilities, claims and losses which are in any way connected with misusing the services supplied to you under this agreement, or with getting our services without our permission, and to fully repay us if we suffer any costs or losses of this kind. This also applies if you do not meet your responsibilities under this section **D**.
4. If you misuse the services or get services from us without our permission, or do not meet your responsibilities under this section **D**, we will be entitled to suspend the services or to end this agreement.
5. It is up to you to make sure that if minimum age recommendations apply to any part of the services, those services are not viewed by anyone below that minimum age.

## **E Using our equipment**

1. Where we hire equipment to you it will be our property at all times and we may need to alter or replace it from time to time. For us to do this, we will need reasonable access to your home.
2. You are responsible for making sure that our equipment is safe and used properly at all times. To do this, you agree to do the following:
  - a. Follow the manufacturer's instructions and any other instructions we have given you;
  - b. Keep the equipment under your control (for example, you may not sell it, lend it or hire it out to anyone else, put it up as security for a loan or mortgage, or allow it to be seized under any legal process against you). You must not move our equipment from your home without our permission;
  - c. Insure any of our equipment against any loss, theft or damage for the full replacement value;
  - d. Not remove, tamper with or cross out any words or labels on our equipment;
  - e. Take proper care at all times to prevent the loss or theft of our equipment.
3. You agree to tell us immediately about any loss or damage to any part of our equipment. You should do this by phoning, emailing or writing to our Customer Care team. You agree that you are responsible for any loss of or damage to the equipment, regardless of how it happens. We will charge you for any loss of or damage to the equipment.
4. If we or you end this agreement, or you decide to disconnect from some of our services, you must return our equipment to us (or let us collect it from you if we choose to do this). You must return equipment or make it available for collection in a reasonable condition, allowing for fair wear and tear. If you fail

to return or make available the equipment for collection for any reason, we are entitled to charge you for the replacement cost of the equipment. If we hold any money we may use that money towards the cost of the equipment. If we have supplied you with any additional equipment, we'd encourage you to dispose of it responsibly if you're no longer using it so please contact us for further information about disposing of your additional equipment.

5. Any equipment which you own and which you connect to the system (for example, phones, fax machines, PCs) must meet with all relevant laws and regulations. We reserve the right to disconnect any equipment that does not meet these laws and regulations. You may use your own equipment together with our equipment, but we do not guarantee that our equipment will work with your equipment.
6. We will not be liable in any way for any loss or damage which is caused to your own equipment arising as a result of its use with our equipment. We will not be liable for any loss of or damage to any additional equipment. We have the right to charge you for any replacement additional equipment.

## **F Paying for your services**

1. You must pay the charges for the services as set out in our price guides or as otherwise notified to you.
2. We may ask you to make initial payments and/or a deposit, either through a Combnet Broadband sales representative in person or through our registered office sales representative.
3. You must ensure that your payments are received by Combnet Broadband Payments by the due date for payment shown on your bill. If you do not pay your bills on time, you will be liable to interest or other charges for your default. We may also charge you the full amount of any bill and you may lose any discount we have given you. We will also suspend or cancel the services.
4. Bills
  - a. Under this agreement, if you ask for any changes to the services we provide, these changes will be reflected by adding proportionate amounts to your first bill after the change and to your payments every month after that.

- b. You may choose to pay your bills by cash, cheque, and credit or debit card.
- c. Virgin Media Payments will provide you with payment handling services and unless you pay by Direct Debit you agree that Virgin Media Payments shall charge you a separate payment handling charge each month for processing your payment.
- d. If any cheque of yours is cancelled or is not cleared by your bank or building society, we are entitled to charge you a default fee including a fine as well.
- e. You may choose to receive an E-bill instead of a paper bill. If you choose a paper bill, you agree that we may charge you a separate charge each month.
- f. You must provide us with a valid and current e-mail account to use E-billing. The accuracy of that e-mail address is entirely your responsibility. You shall remain fully liable for any bills of which notification has been sent to your e-mail address.
- g. We reserve the right to refuse use of the E-billing service to anyone for any reason whatsoever in our absolute discretion. Further, we reserve the right to modify or discontinue (permanently or temporarily) the E-billing service to you or all recipients at our discretion.
- h. You shall remain fully responsible and liable to pay any bills of which notification has been sent to the e-mail address you have specified regardless of whether or not you access that e-mail account and read the relevant e-mail, are disconnected from your e-mail account (for any reason and whether by us or otherwise) or for any other reason (other than our negligence) fail to read the relevant notification.
- i. We cannot guarantee uninterrupted and/or reliable access to the E-billing service and make no guarantees whatsoever as to its operation, availability, functionality, that it will be free of error or disruption or otherwise.
- j. You agree to use the E-billing service responsibly.

- k. If you want to change any of the services agreed to, we may charge you an administration fee. We will notify you of the amount of any such charge when you request the change.
  - l. We may ask for any deposit at any time (as we believe to be reasonable in the circumstances) as security for the equipment and in case you do not pay our bills or return our equipment. All or any part of this deposit may be used to pay any charges you owe under this agreement. We may (but do not have to) return your deposit after six months if we believe that you have a good payment history. We will usually (but not necessarily) consider you to have a good payment history if you have paid your account for six months in a row without your services having been restricted, suspended or disconnected and you are not having to pay under a payment plan.
5. If at any time before or during the term of this agreement you fail to meet our credit conditions, we may do the following:
- a. Require you to make a payment In advance for future line rental and usage charges;
  - b. Enforce credit limits on you for any of our Payments charges (to the extent we believe is reasonable in the circumstances), restrict the level of services we provide to you, only allow certain methods of payment and/or suspend some or all of the services at any time when you reach the limits until we have received the full payment of any charges you owe under this agreement;

## **G Your details and how we look after them**

1. You must give us promptly and accurately all the information which may be needed so that we can perform our respective obligations under this agreement. You must also tell us immediately if any of your details change.
2. We may also, subject to your consent, use your personal information to contact you with information about special offers and rewards.
3. If you're already receiving information about special offers and rewards from us then don't worry, you don't need to do anything. We'll assume that you

want to continue receiving this information unless we hear from you. If you change your mind at any time and no longer wish to receive this information from us, that's okay with us. Just let us know by calling Customer Care, or writing to Combnet Broadband Customer Care F-10 Railway Housing Society Joint Road Quetta or check out our privacy policy on our website for more information. Remember that if you say you don't wish to receive any promotional information from us, this will exclude you from receiving any of our special offers or promotions which may be of interest to you.

4. You have a right to ask for a copy of your information (for which we charge a small fee) and to correct any inaccuracies.

## **H Changing this agreement**

5. You may add to or reduce the services you receive from time to time by contacting our Customer Care team. If you ask us to provide any extra services to you, you agree to accept those additional services for at least the minimum period that applies to them.
6. We may at any time improve, modify, amend or alter the terms of this agreement and/or the services and their content if:
  - a. there is any change or amendment to any law or regulation which applies to us or the services we provide to you;
  - b. we decide that the services should be altered for reasons of quality of service or otherwise for the benefit of our customers or, in our reasonable opinion, it is necessary to do so;
  - c. for security, technical or operational reasons;
  - d. the programming or content provided to us by any of our programme and service providers is altered;
  - e. if the changes or additions are minor and do not affect you significantly or we wish to have all our customers on the same terms and conditions; or
  - f. in all other events, where we reasonably determine that any modification to our system or change in our trading, operating or

business practices or policy is necessary to maintain or improve the services which we provide to you.

However, you will have the right to cancel the affected services or end this agreement if the changes are significant, by notifying us at Customer Care.

7. We may change our respective charges at any time. We will publish any change in the monthly charges made by us on our website and we will do our best to give you notice of the change at least one month before the change takes effect. Any changes to our usage charges and tariffs will be published on our website and will be reflected on your next bill.

## **I Suspending our services**

1. We may suspend any or all of the services immediately without notice if:
  - a. you have broken this agreement (including the other legal stuff);
  - b. we need to carry out any maintenance, repairs or improvements to any part of the services or our system;
  - c. we have to do so by law or in line with a contract;
  - d. you go over any credit limit on your account;
  - e. we have reason to believe that you have provided us with false, inaccurate or misleading information either for the purpose of obtaining the services and/or the equipment from us or at any time during the provision of the services and/or the equipment;
  - f. we believe that you or another person at your home have committed, or may be committing, any fraud against us or against any other person or organisation by using the services or equipment (or both);
  - g. we do not receive a signed copy of the contract document from you within 30 days of installing your services; or
  - h. in our reasonable opinion it is necessary to do so.

2. If we suspend the services because you have broken this agreement we may make a charge to reflect our costs in connection with suspending and starting the services again. In normal circumstances you must pay this charge before you can use the services again. You may also be liable for all charges for services during this period of suspension.

## **J Ending this agreement**

1. This agreement will continue until the end of the minimum period for each service you take. After the end of all relevant minimum periods, any party may end this agreement by giving the other 30 days' notice. You must pay any relevant usage charges and line rental up to the end of that 30-day notice period. You may also cancel a service after the end of its minimum period by giving us 30 days' notice.
2. If you end this agreement before the end of the minimum period for any of the services you must immediately pay the balance of the line rental (if this applies) or the monthly charges (or both) that you would have paid for the rest of the minimum period for each separate service (based on the line rental and monthly charges that you are paying when your agreement ends). If you cancel any but not all of your services before the end of their minimum period, you must immediately pay the balance of the line rental (if this applies) or the monthly charges (or both) that you would have paid for the rest of the minimum period for those services (based on the line rental and monthly charges that you are paying when you cancel those services).
3. If:
  - a. we increase our charges under this agreement;
  - b. we make significant changes to the services so the services you are entitled to receive in return for the charges you pay are significantly altered or reduced; or

- c. we make significant changes to the terms and conditions of this agreement (including the other legal stuff),

You may cancel those services affected without penalty by giving us at least 30 days' notice in writing. If you cancel any services in these circumstances, the increased charges will not apply to those services during the 30 day notice period and paragraph J2 will not apply if you cancel before the end of the minimum period. If you do not give us notice of cancellation within 30 days of any increase in charges or changes to the services or this agreement being notified to you or, if later, receipt of your first bill following such increase in charges, we will assume that you have accepted the increase in charges and the changes to the services and this agreement and you will no longer be able to cancel your services under this paragraph.

- 4. If we break the terms and conditions of this agreement, you're free to end this agreement. But we'd love the chance to put things right first. So we'd ask you to give us reasonable time to do that before you end this agreement.
- 5. We may end this agreement immediately by giving you notice if our authority to operate as a public communications provider is suspended for any reason.
- 6. When this agreement ends or you cancel a service, we will deactivate (permanently switch off) any relevant equipment we supplied to provide the services. You will no longer be able to use the equipment.
- 7. If you fail to return or make available for removal any item of the equipment, you may have to pay extra charges for any individual item of equipment, including the replacement cost and reasonable recovery costs. In addition to our other rights, we reserve the right to bring proceedings against you for the return of our equipment.
- 8. If this agreement is ended for any reason, or if any of the services are cancelled, we will be entitled to keep any money (including deposits and advance payments), and to use that money to pay any obligation or debt you may owe under this agreement.

## **K Moving home**

1. If you move to another address within our service area, you may ask us to provide the services to your new address. You must give us at least one month's written notice to do this, but we cannot guarantee to provide you with the services at your new address.
2. If we agree to provide the services to your new address, you will have to pay a service transfer charge. We will also send you a new contract for the services at your new address and you will have to keep the services for the minimum period. The service start date will be the date that we install the services at your new address. You may not be able to keep your phone number if you move house.

#### **L If you break this agreement**

1. We may end this agreement immediately if:
  - a. we believe that you or another person at your home have committed, or may be committing, any fraud against us or against any other person or organisation by using the services or equipment (or both);
  - b. you have broken this agreement (including the other legal stuff) and, if you are able to put things right, you have not done so within seven days (or such other period as we specify) of us asking you to do so);
  - c. we have reason to believe that you have provided us with false, inaccurate or misleading information either for the purpose of obtaining the services and/or the equipment from us or at any time during the provision of the services and/or the equipment;
  - d. any permission under which we are entitled to connect, maintain, modify or replace the equipment is ended for any reason;
  - e. required to comply with an order, instruction or request of Government, an emergency services organisation or other competent administration or regulatory authority; or
  - f. We are specifically entitled to do so under any other section of this agreement.

2. If you break this agreement and we choose to overlook it, we can still end this agreement if you break it again.
3. If we end this agreement because you have not paid the charges which you are liable to pay under this agreement during any relevant minimum period, we will be entitled to charge you the balance of the line rental (if this applies) or the usage charges (or both) that you would have paid for the rest of the minimum period of the relevant services on top of any other charges you are liable to pay under this agreement. Also, if we discover that you have got services from us without our permission at any time, we will also be entitled to charge you for any line rental or usage charges relating to those services.
4. If you break this agreement by committing fraud or any other criminal activity, we will report you to the police, who may take legal action.

#### **M Visiting your home**

1. You authorise us to install and keep installed our equipment on your home and you agree that we and our employees, agents or contractors may enter your home so that we can:
  - a. carry out any work that is necessary for us to connect, maintain, alter, replace or remove any equipment necessary for us to supply the services you and others have asked for; and
  - b. inspect any equipment (like your TV or computer) including our equipment which you may keep there.
2. We agree to cause as little disturbance as reasonably possible when carrying out any work at your home. We agree to repair, to your reasonable satisfaction, any damage that we, our agents or contractors may cause at your home.
3. You agree not to do anything, or allow anything to be done, at your home that may cause damage to or interfere with the equipment or prevent use or easy access to it.
4. You confirm that you are:
  - a. the current occupier of the home; and

- b. either the freeholder of the home or a tenant under a lease of 12 months or more.
5. We cannot normally be required to remove permanent installations if you terminate this agreement or move from your home.

## **N Our liability to you**

1. Our liability to you is limited as set out in paragraphs N2 to N6.
2. we will be liable to you for:
3. any indirect loss or any loss which is not a reasonably foreseeable consequence .
4. lost or destroyed data;
5. Direct physical damage to your property unless it has been caused by our negligence or the negligence of our employees, agents or contractors while acting in the course of their employment with us.
6. When we carry out any obligation under this agreement, each of our duty is only to exercise the reasonable care and skill of a competent service provider.
7. We will not be liable to you for the accuracy, completeness, fitness for purpose or legality of any information accessed, received or transmitted using the services, or for transmitting or receiving, or failure to transmit or receive, any material through the services.
8. If you deal with any other organisations using our services (for example, by buying or renting goods or services from them or ordering goods from other organisations using our Internet access), we will not be involved in the transactions and will not be liable in any way for any loss, cost or damage you have to pay for.
9. We accept no responsibility for the contents of any material from other organisations, which may be accessed through the services. We also reserve the right to block access to any such information (including newsgroups).

## **O Matters beyond our reasonable control**

We will not be liable for failing to do what we promised under this agreement if we are prevented from doing so by something outside our reasonable control which will include (but are not limited to):

- lightning;
- flood or severe weather conditions;
- fire or explosion;
- civil disorder;
- damage or vandalism to our network or equipment
- terrorist activities;
- war;
- actions of local or national governments or other authorities; or
- Industrial disputes.

## **P Notices**

Any notices we or you give to each other must be in writing and be delivered by hand, or sent by fax or ordinary post, to you at your home or to us at the address set out in your Welcome Pack. Any notice period will start from the day on which the notice is delivered if it is sent by hand, from two working days after the date it was posted, if sent by ordinary post, or from the date of successful transmission if it is sent by fax.

## **Q Transfer of agreement**

This agreement is personal to you and you may not transfer your account or any of your rights and responsibilities under this agreement without our written agreement. For business reasons we may transfer any of our rights and responsibilities under this agreement without your permission.

## **R The Law and how we resolve your complaints**

1. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable time frame. If you'd like to find out how we do this, please see our Code of Practice which is available on our website or ask our team.

## **GLOSSARY**

The words in bold throughout this agreement have the following special meanings:

**'agreement'**

the terms and conditions set out in this document, the other legal stuff, together with all the details set out in any contract document we ask you to sign.

**'Equipment'**

any telecommunications or other equipment we supply to you as an essential part of providing the services (including upgrades and replacements).

**'home'**

the residential address where we or you install the equipment and to which we agree to supply the services.

**'Internet access'**

us providing Internet access as part of the services,

**'Minimum period'**

the minimum period that you must keep a service, starting from the service start date. For example, unless you are told otherwise by us, you must keep the television service and the broadband service for 12 months from the service start date in each case and, in the case of other services, for at least 30 days. We

may change the minimum period for any service but this will not affect you if you have already subscribed to that service.

**'Minimum specifications'**

the minimum specifications required to use the services as set out on the website or as we tell you from time to time.

**'Normal working hours'**

these are 9am to 6pm on Monday to Friday. These hours may change.

**'Order date'**

the date you ordered the services from us.

**'Other legal stuff'**

as well as the terms and conditions set out in this document, there are additional terms and conditions which apply to your services as published by us on the website or can be accessed through the services, as updated by us from time to time. If there is any conflict between the other legal stuff and the terms and conditions in this document, the other legal stuff will apply.

**'Price guides'**

our current list of charges for each of the services.

**'Service start date'**

the first date on which each service is available for you to use or, where no installation is required, the earlier of the date your service is activated or seven days from the order date.

**'Services'**

the services you have ordered including any new, extra or substitute services which we agree to supply you at a later date.

**'System'**

an electronic communications system or network.

**'Website'**

our website at [www.combnet.net](http://www.combnet.net) or any other website address we may tell you about.

**'Working days'**

days other than Saturdays, Sundays and public holidays.