



phone: 01635016019

mail@hampshirebroadband.uk

[www.hampshirebroadband.uk](http://www.hampshirebroadband.uk)

## SUMMARY OF CUSTOMER TERMS & CONDITIONS OF SERVICE

Our purpose: to highlight the key commercial terms of your service agreement within the context of the broadband market.

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Hampshire Broadband Ltd trading as Hampshire Community Broadband (herein referred to as HCB, the Company or we/us) is a community led company based in North Hampshire with local shareholders and local directors. We have a simple aim; to provide you with world class broadband to meet your household's expanding needs, today and in the future.

We recommend you read our full Terms & Conditions on our website prior to signing-up. Here is a quick summary of the key issues (in case of contradiction, the full T&Cs will prevail).

### Term of the Agreement

HCB's agreements require an initial fixed term, linked to specific payment terms. For example, the customer must sign-up and pay for an initial 12-month contract to secure Gov. funding towards the cost of the fibre installation, and/or if the customer wishes to secure a discount by paying 12 months subscription in-advance, a fixed term agreement is required. On the expiration of such fixed terms all agreements automatically continue on a six-month rolling basis. If you are not on a fixed term you are, by default, on a six-month rolling term. The six-month rolling agreements continue until either replaced by another fixed term agreement or terminated by either party upon serving six-month's notice in writing. During the six-month notice period both parties are to honour their respective obligations and responsibilities.

N.B. Commercial broadband providers typically insist on fixed 18 or 24-month contracts with baked-in price increases.

If a customer sells a connected property and buys another along HCB's network it may be possible to transfer the subscription to the new property. Alternatively, a selling customer may assign the subscription should the incoming buyer require such a subscription. Falling either, the customer must settle the monthly subscriptions until the expiry of the six-month notice period.

### What you can expect from us

We will exercise reasonable care to provide you with the subscribed broadband service. Being a local company founded to serve the local community, we are keen to over deliver and under promise. We will do what we can to make the internet service available at all times, fault free. If you report a problem via the customer support service, we will contact you as soon as possible to establish the cause of the problem (we pride ourselves in replying ASAP including outside business hours). If the problem is customer side of the router, we will extend practical advice. If the problem is with the router itself or along the network, we will undertake diagnostics and remedy the problem as soon as practical.

You may use HCB's network to secure the services of a reputable VOIP telephone supplier direct. By 2025 all copper wire 'land lines' will be switched-off as the old telephone exchanges are to be decommissioned. As a result more VOIP telephone suppliers are offering competitive telephone services, we are happy to give you advice as to how to transfer your landline number to a VOIP supplier.

### What we expect from you

We expect you to use the broadband services responsibly and we have the ability to end the agreement if you do not adhere to the Acceptable Use Policy found on our website. We impose no limit on the data you consume for your own use each month. However, you are not permitted to resale or share the service with third parties. Please note the equipment to deliver the broadband service, including the router, remains the ownership of HCB but it is your responsibility to ensure it is not damaged. Please look after the equipment, we recommend you include the same within your household contents insurance policy.

**Payments, price rises and price reductions**

Payment for subscribed services is either via direct debit or annual payment in advance. Unlike our commercial competitors we are not solely driven by the profit motive. HCB has no immediate plan to increase prices, however we do reserve the right to increase prices if needs-must. In which case, we will give you six months warning of a price rise, in writing, giving you the option to serve a similar term of notice to terminate your contract should you wish. Conversely, HCB can reduce prices, offer 'specials' or discounts at any time, subject to written notice to ALL customers.

N.B. Most commercial broadband providers bake into their contracts annual tariff rises (linked to CPI/RPI indices) and/or upon renewal.

**GDPR**

We will ensure that all information about you and your service usage is treated confidentially and we will abide by the provisions of the General Data Processing Regulations and HCB's Privacy Policy (on the website).

**Overall**

Our overriding goal is to ensure that you are completely satisfied with our services and would feel comfortable recommending us to others. If you have any concerns, please call the local directors and we will personally assist you. Together, we are members of a community and we hope to share our ethos of a community built, locally financed, world class full-fibre network and services.