



## Broadband Terms and Conditions

(Consumer + Business Services – United Kingdom)

### 1. Introduction

These Terms and Conditions (“Terms”) govern the provision of broadband internet services by:

Provider:

Company Name: Velocity Broadband LTD

Registered Address: Upper Floors, 2 New Rents, Ashford, England, TN23 1JH

Company Number: 13853375

These Terms apply to all fibre and Starlink broadband services supplied to residential or business customers within the United Kingdom.

By ordering or using our services, you agree to these Terms.

### 2. Definitions

“Service”

The broadband internet access service provided by the Company.

“Equipment”

Any router, modem, optical network terminal (ONT), or hardware supplied by the Company is on contract hire.

“Minimum Term”

The minimum period during which the customer agrees to receive the Service 12/24 or 36 months.

“Network”

The telecommunications infrastructure used to provide the Service.

### 3. Service Description

We provide Starlink and fibre broadband internet connectivity via the following technologies:

Full Fibre (FTTP)

Starlink – Through Low Orbit Satellite

Fibre to the Cabinet (FTTC)

Cable or other broadband technologies where available

Typical speeds, minimum guaranteed speeds, and estimated speeds can fluctuate on Starlink. On Fibre services these will be provided before you enter into the contract.

### 4. Ordering the Service

You may order our services:

Online

By telephone

Through authorised sales agents

We will provide you with:

Contract Information

Contract Summary

Pricing details

before the contract is finalised.

## 5. Installation

Installation may include:

Fibre line installation

Optical Network Terminal (ONT) installation

Antenna / Dish Installation

Router setup

You must provide reasonable access to your premises for installation and maintenance.

Additional installation charges may apply in certain circumstances.

## 6. Charges and Payment

Charges may include:

Monthly service fee

Installation fee

Equipment charges

Payments are typically collected via:

Direct Debit – It is the customers responsibility to notify us of any missed payments and any financial issues

Debit or credit card

Failure to make payment may result in suspension or termination of the Service and a £25 ex vat admin charge.

## 7. Price Changes

We may change our prices where:

Government taxes change

Network costs increase

Regulatory changes occur

If a price increase occurs during the Minimum Term, you may have the right to exit the contract without penalty where required by regulations from Ofcom.

## 8. Minimum Contract Term

Your broadband service will usually have a Minimum Term of:

12 months

24 months

36 months

This will be confirmed in your order.

After the Minimum Term ends, the service continues on a rolling monthly basis unless cancelled and out of contract fees apply.

## 9. Cancellation and Cooling-Off Period

If you order the service online or by phone, you have a 14-day cooling-off period.

You may cancel the contract during this period without penalty.

If installation occurs within the cooling-off period and you cancel, you will be charged for services already provided.

## 10. Early Termination

If you cancel your service before the end of the Minimum Term, you will be charged an Early Termination Fee reflecting the remaining contract period.

## 11. Equipment

Equipment supplied by us:

Remains our property unless purchased

Must not be modified or tampered with

Must be returned if the service is cancelled

Failure to return equipment may result in charges.

## 12. Acceptable Use

You must not use our services to:

Break the law

Infringe copyright

Send spam

Launch cyber-attacks

Distribute malware

We may suspend or terminate services where misuse occurs.

## 13. Service Availability

While we aim to provide continuous service, interruptions may occur due to:

Network maintenance & Third-party infrastructure issues

Equipment failure

Events beyond our control

We do not guarantee uninterrupted service.

#### 14. Service Speeds

Broadband speeds depend on:

Network capacity

Customer equipment

Location & Wi-Fi conditions

Minimum guaranteed speeds cannot be given for Starlink but will be provided for Fibre services before the contract begins.

#### 15. Complaints Procedure

If you are unhappy with our service, please contact our customer support team.

If we cannot resolve your complaint within 8 weeks, you may escalate it to an Alternative Dispute Resolution scheme approved by Ofcom.

#### 16. Limitation of Liability

We are not responsible for:

Loss of profits

Loss of business

Indirect damages

Our total liability will not exceed the total fees paid for the previous 12 months of service.

Nothing in these Terms excludes liability that cannot be excluded under UK law.

## 17. Data Protection

We process personal data in accordance with:

UK General Data Protection Regulation

Data Protection Act 2018

Personal data will only be used for:

Service provision

Billing

Customer support

Legal compliance

## 18. Changes to These Terms

We may update these Terms from time to time.

Where changes materially affect customers, we will provide reasonable notice.

## 19. Transfer of Service

You may not transfer your service to another person without our permission.

## 20. Governing Law

These Terms are governed by the laws of England and Wales.