



F4RN

FIBRE FOR RURAL NOTTINGHAMSHIRE

WWW.F4RN.ORG.UK

A Community Benefit Society

Fibre for Rural Nottinghamshire Ltd Summary of Terms and Conditions for F4RN Broadband Services

This is a quick summary of the key terms and conditions of your F4RN broadband agreement. This does not form part of the agreement itself.

You can see the full terms and conditions of your agreement on our website at <http://f4rn.org.uk/wp-content/uploads/2016/07/F4RN-Terms-and-Conditions.pdf>

or included if you are reading this in printed form.

It is important that you read the full terms of your agreement before you sign up for the F4RN broadband service.

1. Minimum period

Your agreement lasts for a minimum of 12 month after which you can terminate the agreement by giving us at least 1 months' notice to expire at the end of the minimum term. You can terminate the agreement during the minimum period but you may be required to pay certain charges to do so. If, during the initial 12 month contract period, you move to a property outside the F4RN service area you will be released from the contract on the date you move, provided you have given us at least on month's notice.

Full details of how to terminate the broadband services and the charges which will be applicable for early termination are at paragraph 10 of the terms and conditions.

2. What you can expect of us

We'll exercise **reasonable care** and skill in providing the broadband services to you. We'll do what we can to make the service available at all times and fault free, but we can't promise that it always will be.

Unfortunately we are not able to provide services to all parts of the UK, and our services can be affected by external factors.

Full details of this can be found at paragraph 4 of the terms and conditions.

3. Charges / price increases

After payment of the installation pack charge, charges are payable to us on a monthly basis. If any amount remains overdue for more than 7 days after the date on which we notify you that an amount is overdue, then we reserve the right to suspend and/or terminate the provision of the broadband services.

Full details of the charges in relation to the broadband services can be found at paragraph 6 of the terms and conditions.

4. What we expect of you

We want you to get the most from the broadband services we provide. We do however expect you to use the broadband services responsibly and we have the ability to end the agreement if you do not adhere to the terms and conditions.

Full details of the grounds on which we can terminate the agreement can be found in paragraph 10 of the terms and conditions.

5. How we use your information

Our privacy policy, which forms part of your agreement, sets out our use of your personal information, including details of the parties with whom we may share your personal information.

6. Cooling off period

If you are an individual customer, you have the ability to cancel your order of the broadband services at no extra charge within 7 days of the date on which we notify you of the agreed installation date.

Full details of the cooling off period can be found in paragraph 10 of the terms and conditions.