

Internet For Business Ltd

Broadband Service Terms and Conditions



These Specific Terms and Conditions are to be read in conjunction with IFB's [General Terms and Conditions](#). All definitions contained within these Specific Terms and Conditions have the same meaning as those set out in the General Terms and Conditions of Supply.

1 THE SERVICES

1.1 The Broadband Service to which these Specific Terms and Conditions relate ("Broadband Services") provide you with high-speed access to the Internet (and include a range of Internet services and applications as described at www.ifb.net/broadband.cfm). The Broadband Services will be provided to you at the premises specified in the Customer Application. Quoted speeds for each product specified by us refer to the maximum available download bandwidth. Upload bandwidth for the Broadband Service (excluding SDSL products) may vary up to a maximum of 832Kbps. For SDSL products, the maximum upload bandwidth will vary depending on the Service ordered.

2 COMMENCEMENT OF SERVICES

2.1 We need to do the following to be certain that we can provide you with the Broadband Services and before accepting your Customer Application:

- (a) Successfully complete a line test and survey; and
- (b) Successfully activate the Broadband Services.

If it is not possible to provide the Broadband Services because one of the above cannot be completed successfully, we will notify you as soon as possible.

2.2 To enable us to provide the Broadband Services, certain equipment may need to be installed at your premises. Before accepting your Customer Application, we may give you some advice on any necessary preparation. You will need to provide a suitable location for any equipment which is purchased from us, or which you supply yourself.

2.3 We will use all reasonable efforts to activate the Broadband Services by the date notified to you following acceptance of your Customer Application, however it should be noted that all dates are estimates and we cannot guarantee that they will be met. Typical installation lead time is 7 working days from date of order, we can provide an expedited service of 2 working days but this will incur additional charges.

3 PRODUCT REGRADES

3.1 Speed of service re-grades between our range of Broadband services take between 1 and 5 working days to process from the order being received.

3.2 Product regrades will be classed as the commencement of a new annual contract and you will be credited for the original service and invoiced for the new service as appropriate.

4 HARDWARE

4.1 All Broadband hardware purchased from IFB is covered by a one year warranty.

4.2 In the event that you find items missing from any hardware ordered, you will have 10 calendar days from the date on which the hardware is originally delivered to you to notify us of any missing items. If you notify us within the 10 calendar day period we will send out replacement items free of charge. After the 10 day period has passed, you will be charged for replacement parts and delivery costs.

4.3 If hardware is damaged during delivery, or should you encounter a problem with the router within the one year warranty period, please follow the returns process below:

(a) Please contact IFB Technical Support to report the fault, autosupport@ifb.net or 0845 270 2100.

(b) Technical Support will verify the fault and complete a Return Merchandise Authorisation (RMA) form on your behalf.

(c) You will receive a pre-paid, addressed jiffy bag for you to return the router to our supplier.

(d) From the time of notification, we will arrange for a replacement router to be delivered to you.

This does not in any way affect your statutory rights.

4.4 Should you wish to return hardware due to an ADSL activation failure, please follow the returns process below:

(a) Please contact Customer Services on autosupport@ifb.net or 0845 270 2100 to confirm the failure.

(b) Upon receipt of the equipment, we will issue a credit note.

Please note that returns due to ADSL activation failures will only be accepted within 14 calendar days from the date you receive notification of activation failure.

5 SUPPORT

5.1 All service issues should be immediately reported to autosupport@ifb.net or 0845 270 2100. IFB's broadband support desk is accessible between 08:45 to 17:30 from Monday to Friday. Please ensure you provide as much detail as possible when reporting a fault or raising a query.

5.2 You will not be charged by IFB for support of the actual broadband connection unless your fault requires a BT site visit which identifies that the fault is not on BT's network or hardware. You may incur IFB support charges if you require configuration changes to your IFB provided hardware or additional IP addressing.

5.3 Our support team will investigate end user faults using BT's diagnostic tools, if a fault is identified IFB will log this with BT. If you are on an IFB Business Broadband service

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you will have access to BT's 24 hour priority fix time. This fix time is a "best endeavours" service and all covered services will receive priority over domestic services.

IFB will provide updates via its ticketing system as and when information regarding your fault becomes available.

5.4 IFB cannot provide guaranteed fault resolution times as the provision of broadband is due to a large number of networking system dependencies, some of which are outwith IFB's direct management. Please be assured that our support team is aware of the importance of your connection and endeavours to reach a prompt and successful resolution to all service issues.

6 TERMINATION

6.1 Once the Broadband Services have been activated and are available for you to use you may end this Agreement after the minimum term of 12 months and by providing a 30 day notice period. All service cancellations must be provided in writing, email is acceptable.

6.2 If we or BT deem that your telecommunications line is not capable of supporting an ADSL service we reserve the right to terminate your ADSL Broadband Service immediately without notice and issue a refund for any Services not provided.

6.3 In the event that you cancel or change ownership of your BT telephone line, your Broadband Service will be terminated and any remaining charges will become immediately due and payable.

7 GENERAL

7.1 We reserve the right to raise an 'Abortive Visit Charge' of £85 + VAT when entry to your premises is refused, or no access can be gained despite you having agreed that a BT representative may access your premises to deliver services or to investigate a fault.

7.2 We reserve the right to raise a 'Special Faults Investigation Charge' of £144 + VAT when you report a fault, and an engineer visits your premises, and discovers that the fault is not a result of a failing or defect in the Broadband Services and/or the Equipment.

7.3 We reserve the right to raise an SDSL 'Shifts of Business exchange lines order'. This comprises of an 'engineer visit' priced at £99.00 + VAT per visit and a 'line shift within the premises' priced at £74.00 + VAT per line.