

PUREBROADBAND – TERMS AND CONDITIONS

1. Introduction

- 1.1 These terms and conditions set out the agreement between (1) you ('you' or 'your') and (2) Pure Broadband Limited, (Company Number 06823313) whose registered address is Unit 1, Estuary Business Park, Henry Boot Way, HU4 7DY ('us', 'we' or 'our'). Our registered VAT number is GB165426111
- 1.2 These are the terms and conditions on which we supply the services to you (whether they are goods or services or both). By ticking the "*I accept Pure Broadband's Terms and Conditions*" at the point of order you are formally agreeing to accept these terms and conditions.
- 1.3 These terms and conditions (and the additional terms set out in your order confirmation) form your agreement with us. Please read through these terms and conditions carefully. If you think that there is a mistake in these terms, please contact us to discuss.
- 1.4 These terms and conditions apply to all our services however some services may have their own additional terms and conditions that can be found in the legal section of our website. You will be told of whether any additional terms apply to your order prior to placing your order. Please read any applicable additional terms carefully before submitting your order.
- 1.5 When we use the words "writing" or "written" in these terms, this includes emails.

2. Ordering

- 2.1 This agreement commences on the date that we accept your order form (which is the document you use to order the services) and will continue until it is brought to an end by either you or us in accordance with these terms and conditions.
- 2.2 If you order services from us you confirm that you are at least 18 years old and that we may ask you for proof of identity and address and carry out any necessary credit and identity checks on you.
- 2.3 We will assign an order form number to your order and tell you what it is when we accept your order form. Acceptance of an order form is at our sole discretion. You acknowledge that, following acceptance of your order form, we will send you our order confirmation and contract via email.
- 2.4 The target activation date will be specified by you when completing the order form. This is a target only and the actual date of activation will depend on a number of factors. Any activation dates provided to you by us are estimates only and you agree that we will not be responsible for any failure to meet such dates which is beyond our control.
- 2.5 We try to install services as soon as possible but delays may occur, which we will tell you about as soon as we can. If we are unable to install your services, we will inform you of this and will not charge you for the service. This could be for example because the service is not available in your area or we consider it too

difficult to provide you with the service (which we'll usually determine after completing a site survey) or the services at your location don't meet our minimum performance requirements).

- 2.6 We may need to perform tests to check whether services are available to you and we may need to temporarily deactivate your telephone line whilst we do this. We'll tell you before we do this.
- 2.7 If we transfer your service from or to another provider, you may experience a temporary loss of your services.
- 2.8 If you ask us to port your telephone number from or to another provider, we'll try to do this wherever possible. If we can't, we'll tell you your options.
- 2.9 Your order confirmation will specify any minimum period relating to the service you choose. A service starts (and the minimum period starts) on the date we activate the service and ends as set out in this agreement.
- 2.10 If you want us to stop providing you the service at the end of the minimum period you need to give us notice in accordance with these terms and conditions.
- 2.11 Once your minimum period ends, if you haven't asked us to stop providing the service or asked to change service, we will continue to provide the service to you on the then current standard monthly price for that service.
- 2.12 If we agree to renew or upgrade any service, a new minimum period may apply from the date of your renewal or upgrade. Additional fees may also apply. We will tell you about these prior to you renewing/upgrading.

3. Cooling Off Period

- 3.1 You have the right to cancel your order by contacting us within fourteen (14) days of your order being placed or the date the service is activated, whichever is the sooner ('cooling off period'). Subject to clause 3.2, you will receive a refund within fourteen (14) days of your telling us you have changed your mind.
- 3.2 We may deduct from any refund an amount for any applicable installation, connection or activation charges, ending with the time when you told us you had changed your mind.
- 3.3 To contact us see clause 19 below. If you cancel during the cooling off period, you will not have to pay any early disconnection fee which applies to your service.
- 3.4 If you do cancel, you must return any equipment provided to you (such as a router) within fourteen (14) days of cancellation. If you don't return the equipment, you'll have to pay the full equipment price, excluding any discounts you've received (if you subsequently return the equipment, we'll refund any amount you've been charged for it subject to clause 3.5). We'll advise how to return equipment when you cancel. You'll be responsible for the cost of return.

3.5 Upon receiving the returned equipment, we will inspect and test the equipment to ensure everything is in working order. We reserve the right to charge the full amount for the equipment if there is damage to the hardware and/or functionality of the equipment.

3.6 For cancellations outside of the period stated in clause 3.1, please see clause 13 below.

4. Making changes

4.1 If you wish to make a change to the service you have ordered please contact us. We will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the service, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

5. Price and payment

5.1 We publish details of all tariffs, fees and charges on our site www.purebroadband.net. Provision of the services is conditional upon you paying all charges applicable to your services, in accordance with this agreement.

5.2 The price of the service (which includes VAT) will be the price indicated on your order form including any activation charges. We try to ensure that the price of the service advised to you is correct but will contact you if we discover an error in the price of the service you order.

5.3 If the rate of VAT changes between your order form date and the date we supply the service, we will adjust the rate of VAT that you pay.

5.4 We reserve the right to pass on any third-party charges we incur directly as a result of recovering any sum you owe us and we reserve the right to employ debt collection agencies, to transfer the right to collect your debt or to factor your debt to a third party for collection.

5.5 Payment for the first month of service is taken in advance at the point of order confirmation. After that, we will usually bill you monthly starting exactly one month from the date you receive our services, unless you specify a different direct debit collection date on your order form. If an alternative direct debit collection date is selected, we will adjust your first month payment accordingly. Services are usually provided as early as one day after order confirmation but may be up to a week due to availability limits. You may request a later date and this must be specified on the order form. We aim to deliver on your specified date however this is not binding.

5.6 You are responsible for paying all charges that you, and any person accessing your service incurs.

5.7 If you fail to make any payment by the due date a reconnection charge will be added to your invoice.

5.8 We can charge interest if you pay late. If you do not make any payment to us by the due date, we may charge interest to you on the overdue amount at the rate of four percent (4%) a year above the base lending

rate of National Westminster Bank from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

- 5.9 If you think an invoice is wrong, please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.
- 5.10 Billing disputes must be notified to us by email to our billing team *customerservice@purebroadband.net*
- 5.11 Direct debit is our preferred method of payment, although we do accept other methods of payment. If you choose to pay by direct debit and your direct debit details change, you must notify us immediately. Failure to do so may lead to suspension of the services.
- 5.12 If you choose to pay by direct debit, your order for the service authorises us to charge your debit or credit card. The authorisation will remain valid until thirty (30) days after we receive your written notice terminating our authority.
- 5.13 If you use the service in a manner that is inconsistent with your tariff, we reserve the right to apply the tariff that corresponds to the level and type of use you make of the service.

6. Modifications to price, services and terms and conditions

- 6.1 We may increase our charges under this agreement at any time. You may terminate the agreement for such price increase unless such price increases are directed by law or regulation.
- 6.2 Notwithstanding clause 6.1, we may increase our charges on or after each twelve (12) month period from when you receive the services in accordance with the annual percentage increase (if any) in the general index of retail prices (all items, excluding mortgage interest payments) which is compiled and published by the National Office for Statistics.
- 6.3 We may also change these terms and conditions and the services that we have agreed to provide you.
- 6.4 If we do make any such changes as referred to in clause 6.1, we will tell you about this in writing and post the revised terms and conditions on our website. We will provide you with notice of the proposed changes at least thirty (30) days before they become effective. Continued use of the services after the notice period will constitute acceptance. Except in respect of price changes (clause 6.1) if the change is materially detrimental to you, you may end this agreement in accordance with clause 13 and you will not need to pay any early disconnection fee.

7. Use of services

7.1 You acknowledge that the information you provide us in your order form will be relied upon by use for the provision of the services. If there is any change in the information provided by you in the order form or if the information provided by you is incorrect, you agree to notify us immediately by contacting us.

7.2 You may not use your services, or allow your service to be used:

- (a) to send, communicate, knowingly receive, upload, download or use any material or make any calls that are offensive, abusive, indecent, defamatory, obscene, menacing, cause annoyance, inconvenience, needless anxiety or are intended to deceive;
- (b) to download, possess or transmit in any way illegal material;
- (c) to engage in criminal, illegal or unlawful or fraudulent activities;
- (d) to violate or infringe the rights or property of any person, including rights of copyright and any other intellectual property rights, privacy or confidentiality;
- (e) to intentionally impair or attempt to impair, without authorisation, the operation of any computer, prevent or hinder access to any program or data held in any computer or to impair the operation of any such program or the reliability of any such data;
- (f) via a device allowing the routing or re-routing of such services on, from or to our network; or
- (g) in such a way, or in such amount, that will have an adverse impact on our network (or any part of it), our customers or our brand or that contravenes any of our applicable acceptable use policies or general internet standards; or
- (h) in any way which we believe is or is likely to be detrimental to us, to the provision of services to you or any of our customers or any other users of our network; or
- (i) in a manner which may damage our reputation or any group company, the services provided by us or bring us or any group company, our services or our network into disrepute.

7.3 The intellectual property rights in any content, software or other materials ("Pure Broadband Materials") which we provide to you belongs to us or our suppliers. We grant you a licence to use the Pure Broadband Materials in order to receive and enjoy the benefit of the services but you agree not to copy, modify or publish the Pure Broadband Materials and you agree not to supply the Pure Broadband Material to any other person.

8. The service

8.1 We will use reasonable skill and care in providing the service to you but due to the nature of the internet we cannot guarantee that the services will operate continuously or error free.

8.2 To receive the service you need to make sure that your equipment, such as your computer or device (tablet or mobile phone) will connect to the equipment by ethernet or wi-fi connection.

- 8.3 You acknowledge that the actual speed and performance of the service you experience will depend on a number of factors, some of which are outside of our control. As such, we cannot guarantee that maximum transmission speeds can be obtained at any time; nor can we guarantee that, where you are eligible to receive a speed upgrade, the upgrade can be successfully completed within the indicated time-lines. However, we will use our reasonable endeavours to inform you of any issues and attempt to resolve them as soon as it is reasonably possible. As some of our services are provided over third-party networks, we will not be liable for faults outside of our control.
- 8.4 Faults with service or equipment must be reported to us as soon as possible. For the avoidance of doubt, any formal complaints raised to us will be investigated from the date the issue was first logged. In the event you are unhappy with the timeline to resolve the fault or the way the fault has been handled you can raise a complaint, see our 'complaints code of practice here'.
- 8.5 If you're transferring service to us from another provider, there may be charges that you will need to pay, which we will tell you about in advance.
- 8.6 Installation of some services, including installation of equipment inside or outside of your home may require the consent of others. You are responsible for ensuring that any such consents are obtained before the installation. If they are not obtained, we may terminate this agreement and recover our reasonable costs.
- 8.7 We cannot guarantee internet security and strongly recommend that you make use of additional security products such as firewalls and anti-virus software.
- 8.8 We do not guarantee the security of the service against unlawful or unauthorised access or use. You understand and agree that access to and use of the service is at your own risk.
- 8.9 If we provide you with user names and passwords allowing you to access the services, you agree that you are solely responsible for ensuring these are kept confidential and secure at all times.
- 8.10 You must not attempt to change any Pure Broadband user name(s) provided. If you think that any Pure Broadband user name(s) or password(s) provided has become known to any un-authorized person or may be used in an un- authorised way, you must inform us immediately.
- 8.11 Any email address allocated by us to you will at all times belong to us and you may not transfer the address to any person. If this agreement ends, your right to use that email address will also end and you will no longer be able to use the email address, so please make sure you have an alternative email address and let your contacts know of the change, as we cannot do this for you.
- 8.12 We may need you to install software on your computer; although we won't call and ask you to do this unless you've requested this. You should save and back up any data before installing this software. The software will give us access to your computer so we can diagnose and fix any problems you may experience. If you don't install the software, we may not be able to resolve such problems and we won't be responsible for any issues you may experience as a result of this.

8.13 You or we may need to modify your computer settings to make it work with the broadband, fibre or full fibre service. You should check these modifications don't invalidate any computer warranty you may have. If they do, we won't be liable for any modification carried out by you, us or our representatives.

8.14 You should always back up your data against loss and corruption, any loss in data that has not been backed-up will not be our responsibility.

9. Moving Premises

9.1 If you intend to move from your premises and want to transfer your account to your new premises, it is your responsibility to notify us at least thirty (30) days in advance before your move, in order for us to try to arrange to move your services to your new premises. Provision of the services at your new premises is subject to availability of network coverage.

9.2 Following receipt of notice from you, we will advise you if it is possible to transfer the services to your new address:

- (a) If we can transfer the services, we will arrange for the services to be transferred to your new address; and
- (b) If we continue to provide the services to you at your new address under this agreement, you will be subject to a new minimum term, which shall start on the date we start providing services at your new address.
- (c) If you move during the minimum term and we are unable to activate the services, due to a lack of Purebroadband network coverage, for any reason at your new premises, your services can be cancelled. However, you will be liable to pay for the full charges that you would have paid for the minimum term had it continued to its expiry.

9.3 If you move to a new address where there is no network equipment installed a move fee may apply, see the price list on our website for more information.

10. Our rights to suspend or end the services

10.1 We may suspend, restrict or disconnect any, or all, of the services if:

- (a) our network breaks down or needs maintenance, enhancement or emergency work (we aim to provide as much notice to our customers as possible in the event of such works);
- (b) we are no longer able to provide a service (or any part of it);
- (c) we are required to do so for legal or regulatory reasons or comply with an order, instruction or request of Government, an emergency services organisation or other competent administration, legal or regulatory authority;
- (d) to make changes to the service as requested by you or notified by us to you;
- (e) we believe your service or your credit or debit card have been used fraudulently;

- (f) you break or we reasonably suspect that you have broken any important term of this agreement (including failure to pay your bill within three (3) days of our reminder) and, if you are able to put things right, you have not done so within three (3) days (or such other longer period as we specify) of us asking you to do so;
- (g) you or anyone you authorise to deal with us on your behalf acts in a way towards our staff or agents which we reasonably consider to be inappropriate.

10.2 Where we suspend, restrict or disconnect a service in accordance with clause 10.1(a)-(c) above we will try to minimise the impact of this on your broadband service and will restore your broadband service as soon as we can.

10.3 Where we suspend, restrict or disconnect a service, your agreement will continue (unless terminated in accordance with clause 13) and unless the suspension is under clauses 10.1(a), (b) or (c) we may require you to pay your charges and our reasonable costs for suspending, restricting or disconnecting the services and resuming them.

11. Engineer Visits

11.1 Certain equipment may need to be installed by an engineer in connection with the provision of the services. We may charge for engineer visits which we will tell you about before the visit.

11.2 Please note if you agree to an engineer visit, someone over eighteen (18) must be present for the visit. We reserve the right to walk away from a job if this is not the case.

11.3 If you do not allow us access to your property to perform the services as arranged and/or equipment cannot be delivered to you (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. This includes missed appointment visits where you are absent from the property or nobody is at home over the age of eighteen (18). These charges are on our website at [INSERT URL].

11.4 You must provide a minimum of two (2) working days' notice if you wish to cancel an engineer appointment. You may be charged the full cost for an engineer appointment if notice isn't provided.

11.5 If we need to cancel or change the time of an engineer visit, we'll give you as much notice as we can.

11.6 If you ask us to upgrade a service, but don't consent to necessary engineering work, you'll stay on your current service.

11.7 If we perform engineering work at your property, we won't reverse this work when your service ends.

12. Equipment

12.1 You may need to use certain necessary equipment provided by us to receive a service, which may include a router. We remain the owner of any such equipment. We will only provide you with the equipment we

tell you about in your order confirmation. Other equipment may be available at an additional cost. We can't guarantee that the service will work with equipment other than ours.

- 12.2 You agree that in order to provide a service to you we can:
- (a) install, keep and use any necessary equipment at your home;
 - (b) enter your premises for the connection, maintenance, modification, replacement or removal of any such equipment; and
 - (c) if applicable, connect remotely to manage, repair or upgrade the equipment.
- 12.3 Please inspect the equipment we send to you and let us know about any visual or actual defects within five (5) days of you receiving it from us. To contact us please see clause 19 below.
- 12.4 If we ask you to return any equipment to us then this is your responsibility. We will tell you when it must be received by us. If we don't receive it in time or at all, we may charge you for it.
- 12.5 At the end of the minimum period the router will no longer fall under warranty therefore we will not be liable to rectify any fault in, or replace, a router if a fault is diagnosed outside of the warranty period for such router.
- 12.6 In the event the router fails for an unknown reason the equipment must be sent back to us. A replacement router will be sent until we test and conclude the reasoning for the router failure. In the event we conclude the fault was caused by the customer we reserve the right to charge any costs incurred to replace the router.
- 12.7 We will not be responsible for loss of, theft of, or physical damage to the router.
- 12.8 At the end of the minimum period ownership of the router will be handed over to you however we will still offer support services for it.
- 12.9 You agree to notify us by calling our technical team if the router is lost, stolen or damaged. Failure to do so may result in you being liable for any losses arising as a result.
- 12.10 You have the right to reconfigure the router to meet your local network requirements however we will not be liable for any security breaches or impacted performance.
- 12.11 In instances where a fault is diagnosed with the optical network termination equipment on our network we will take the appropriate action to resolve the fault at no cost to you. Typically network equipment faults can be dealt with remotely without the need for an engineer visit.
- 12.12 If we deem the fault to the equipment is caused by abuse or negligence, we may charge you for the repair or replacement cost of the equipment, along with engineering costs incurred to resolve the fault.

12.13 Some equipment does not belong to us and is owned by third party suppliers, any charges we incur may be passed to you if we deem you caused the fault.

13. Ending the services or your agreement

13.1 If you want to cancel a service or your agreement with us, please contact us see clause 19 below. Customer service will confirm any cancellation fees that must be paid in respect of the cancellation.

13.2 In addition to your rights to cancel during the cooling off period, either you or we may end this agreement at any time (including during or at the end of the minimum period) by giving the other 30 days' notice. You can do this by contacting us in accordance with clause 19 below.

13.3 If you end this agreement, you must pay any outstanding charges up to the end of your notice period.

13.4 In addition to clause 13.3, if you cancel the service or this agreement before the expiry of the minimum period applicable to the service (and not during the cooling off period) you will have to pay an early disconnection fee applicable to your service to compensate us for our losses for ending the service early. We will tell you how much this will be before you cancel. Please see [[link to website](#)] for details of the cancellation policy.

13.5 If we end this agreement in accordance with clause 13.7 below (including for non-payment of charges) within the minimum period, you may have to pay an early disconnection fee to compensate us for our losses for ending the service early. Please see [[link to website](#)] for details of early disconnection fees/cancellation fees.

13.6 You may end this agreement immediately by notice in writing if :

- (a) we have told you about an upcoming change to the service or these terms which you do not agree to as set out in clause 6.1 only;
- (b) we have told you about an error in the price or description of the service you have ordered and you do not wish to proceed;
- (c) there is a risk that supply of the services may be significantly delayed because of events outside our control;
- (d) we have suspended supply of the services for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than five (5) days; or
- (e) you have a legal right to end the contract because of something we have done wrong.

13.7 We may end a service or your agreement immediately if:

- (a) we are entitled to suspend, restrict or disconnect any service under clause 10 above; or
- (b) you have a statutory demand or bankruptcy petition issued against you, or an insolvency practitioner applies to the court for an interim order under the Insolvency Act 1986 (as amended from time to time), or makes a proposal for an individual voluntary arrangement under that legislation, or if you are declared bankrupt, or make a composition or arrangement with or for the benefit of any of your creditors, if any legal action is taken or threatened against your property, or anything similar;
- (c) we believe that you or another person at your home have committed, or may be committing, any fraud against us, or any other person or organisation whether or not by using the service or equipment (or both);
- (d) you break any important term of this agreement and, if you are able to put things right, you have not done so within seven (7) days (or such other longer period as we specify) of us asking you to do so;
- (e) you do not make any payment to us when it is due and you still do not make payment within seven (7) days of us reminding you that payment is due;
- (f) you do not, within a reasonable time, allow us to deliver the equipment to you or collect them from us;
- (g) you do not, within a reasonable time, allow us access to your premises to supply the service and/or to deliver any equipment required as part of your service;
- (h) 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 service;
- (i) any permission under which we are entitled to connect, maintain, modify or replace the equipment is ended for any reason;
- (j) we are specifically entitled to do so under any other section of this agreement.

13.8 If you fail to return or make available for removal any item of the equipment which we have provided to you, you may have to pay extra charges for such equipment, including the replacement cost or reasonable recovery costs as set out in the price guides. In addition to our other rights, we reserve the right to bring legal proceedings against you for the return of the equipment.

14. Our liability to you

14.1 Subject to clauses 14.2, 14.4 and 14.6, we are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a

foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable.

- 14.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation, for breach of your legal rights in relation to the services and for defective products under the Consumer Protection Act 1987
- 14.3 Subject to clause 14.6, if we are providing services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.
- 14.4 We are not liable for business losses. We only supply the service for to you for domestic and private use.
- 14.5 You agree that you will not, without our prior consent in writing, re-sell or re-supply the services, free of charge, for money or equivalent value in monetary terms.
- 14.6 Our total liability in each twelve (12) month period to you shall be limited to the charges that are paid and payable by you in each twelve (12) month period (commencing from the date the services are ready for use) or any one incident or series of related incidents.

15. Your other legal rights

- 15.1 You also have rights and remedies that apply in addition to any of the rights that we give you under this agreement. Some of these rights are contained in the Consumer Rights Act 2015. For example, under that Act if we have not exercised reasonable skill and care in providing the services to you or where goods/digital content provided to you are faulty or do not match their description, then you have the right to ask us to fix a problem (where this is possible) or to receive a reduction in price.
- 15.2 For more details on your rights as a consumer please visit the Citizens Advice website at www.citizensadvice.org.uk.
- 15.3 Nothing in your agreement affects these legal rights.

16. How we use your information

16.1 We will only use your information in accordance with our Privacy Policy [[link to privacy policy](#)] which you agree to by ordering and/or using a service.

16.2 We reserve the right to email service announcements to you in connection with the services.

17. Monitoring Communications

17.1 If requested to do so by a government or law enforcement body, we may monitor communications using the services including, without limitation, any content or material transmitted over the services.

17.2 We reserve the right to record any and all calls between you and any member of our staff to enable us to monitor the quality of our services, to ensure compliance with our regulatory obligations and procedures, in order to prevent or detect crime or to ensure that you are using the Services in accordance with our [Fair Usage Policy].

18. Other important terms

18.1 Nothing in this Agreement and no action taken by the parties pursuant to this agreement shall constitute, or be deemed to constitute between us and you, a partnership, association, joint venture or contract of employment, or authorising you to act as agent for us. You shall not have authority to make representations for, act in the name of, or otherwise bind us in any way.

18.2 You may not assign, transfer or delegate this agreement or your rights and obligations hereunder without our prior written consent. We may without restriction assign, transfer or delegate this agreement and any rights and obligations hereunder, at our sole discretion to any third party. This may mean that different companies are responsible for providing the services under this agreement. This will not affect how much you pay and the company or companies providing the services will still be obliged to provide the services in accordance with the terms of the agreement. It may mean that a different company is legally responsible for the services. Payment requests and invoices will clearly set out which company or companies are legally responsible for the services.

18.3 This agreement is between you and us. No other person shall have any rights to enforce any of its terms except for our group companies.

18.4 Each of the clauses of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses will remain in full force and effect.

18.5 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example,

if you miss a payment and we do not chase you but we continue to provide the services, we can still require you to make the payment at a later date.

18.6 This agreement represents the entire understanding between you and us in relation to the services and supersedes all other written or verbal representations, statements or agreements made by either you or us relating to the services.

18.7 You shall keep as confidential all information disclosed to you by, or on behalf of us, which could be reasonably considered to be confidential. This shall include, but not be limited to, all information disclosed by us to you which relates to our business which is not in the public domain. You shall not use any information so provided other than to perform your obligations under this agreement. All information (and copies of it) shall be immediately returned to us on termination or cancellation of this agreement.

18.8 This agreement is governed by English law and you can bring legal proceedings in respect of the services in the English courts.

19. Contacting us

19.1 You can contact us by telephoning our customer service team at 01482 778838 or by writing to us at customerservice@purebroadband.net or Purebroadband, Unit 1 Estuary Business Park, Priory Park East, HU4 7DY

20. Contacting you

20.1 If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

21. Complaints and Dispute Resolution Procedure

Details of our disputes and complaints resolution process and how to contact the Ombudsman Services can be found in our Complaints Code of conduct on our site at www.purebroadband.net or upon request by contacting our customer services' team.