

## Broadband Specific Terms and Conditions



Rev 1.4 – 01.09.16

These Specific Terms and Conditions are to be read in conjunction with our [General Terms and Conditions of Supply](#). 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 <http://www.isl.com>). 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) success

sfully 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 can not 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 When the Broadband Services are being activated at your premises, you may lose your telephone service for up to two hours. This is because your existing connection needs to be adjusted to allow you to access the Broadband Services. We will endeavour to make any loss of telephone service as brief as possible.

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2.4 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.

### 3 TRANSFERABILITY

3.1 Broadband Services are transferable between telecommunications lines where there is a change of property address and a new line is being installed. The cost of this transfer will be born by the Customer.

3.2 Your Broadband User Name is not transferable on a telecommunications line that has not been enabled for Broadband by ISL Internet.

### 4 YOUR WEB SPACE

4.1 As part of the Broadband Services, you are provided with Web space to enable you to upload your own Web site(s).

### 5 PRODUCT REGRADES

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

### 6 TERMINATION

6.1 You may end the Agreement at any time before the Service is activated and available for you to use, but you will be liable for the full cost as detailed on your order form.

6.2 Once the Broadband Services have been activated and are available for you to use, you may only end this Agreement by 90 days notice before the end of the initial period of 12, 24 or 36 months – as detailed on your order form.

6.3 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.

6.4 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.

6.5 Your contract with us will automatically renew for a period equal in length to the initial period of 12, 24 or 36 months unless 90 days notice is received.

6.6 A termination fee of £18.00 will be applied to any service that is transferred away or ceased. This applies in addition to any other charges that may be due, including the

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remaining rental period. The charge applies even if the minimum contract period has passed.



### **7 GENERAL**

7.1 We reserve the right to raise an 'abortive visit charge' of £150 in the following cases:

(a) When entry to your premises is refused, or no access can be gained despite you having agreed that we or any other person may access your premises.

(b) 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.