

# **TIA Broadband – Customer Contract Terms & Conditions**

## **1. Definitions**

“TIA Broadband”, “we”, “us” or “our” means TIA Broadband Ltd, the internet service provider.

“Customer”, “you” or “your” means the person entering into this agreement.

“Service” means the provision of broadband internet access as described in your service application.

“Premises” means the property where the service is installed.

## **2. Eligibility**

By applying for the Service, you confirm that:

- You are over the age of 18.
- You are the bill payer and have authority to enter into this agreement for the Premises.

## **3. Contract Term**

The contract begins on the first day of the month following confirmation that the Service is live and operational at the Premises.

The minimum contract term is twelve (12) calendar months.

After the minimum term, the contract continues on a rolling monthly basis until terminated in accordance with Clause 10.

## **4. Installation and Equipment**

Any equipment provided by us (routers, cabling, switches, etc.) remains the property of TIA Broadband unless otherwise agreed in writing.

You must take reasonable care of our equipment and return it if requested upon termination.

We are responsible for maintaining the communal distribution network; you are responsible for our in-premises wiring and equipment not supplied by us.

## **5. Service Levels**

We will use reasonable skill and care to provide the Service.

Speeds may vary depending on network load, contention, and the capabilities of your equipment.

The Service is provided for residential use. You must not resell or share the Service outside your household or premises.

## **6. Acceptable Use**

You must not use the Service for any unlawful purpose, including but not limited to copyright infringement, fraud, or the distribution of harmful content.

You must not attempt to interfere with or disrupt the Service or the network.

We reserve the right to suspend or restrict Service in the event of misuse or breach of this Clause.

## **7. Charges and Payment**

Charges are as set out in your service application or subsequent price notifications.

Payments are due monthly in advance by direct debit or other agreed method.

If you fail to pay, we may suspend or terminate your Service and recover any outstanding amounts.

## **8. Price Changes**

We may change our prices by giving you at least 30 days' written notice.

If you do not accept the new price, you may terminate the contract by providing written notice before the change takes effect.

## **9. Data Protection**

We will process your personal data in accordance with applicable UK data protection laws and our Privacy Policy.

We may use your data to manage your account, provide the Service, and comply with legal obligations.

## **10. Termination**

After the initial 12-month minimum term, you may terminate the contract by giving one full calendar month's written notice by letter or email.

Notice is only effective once confirmed in writing by TIA Broadband.

We may terminate this agreement immediately if you:

- materially breach these Terms,
- fail to pay charges when due, or
- use the Service unlawfully or improperly.

## **11. Liability**

We are not liable for:

- interruptions to the Service due to factors outside our control (e.g., power failures, third-party networks, force majeure events), or
- loss of business, revenue, or data resulting from use of the Service.

Our total liability to you in any 12-month period is limited to the total charges paid by you for the Service in that period.

## **12. Complaints and Disputes**

If you have a complaint, please contact our customer support team in the first instance.

If we cannot resolve your complaint, you may refer it to an Alternative Dispute Resolution (ADR) scheme approved by Ofcom.

## **13. Governing Law**

This agreement is governed by the laws of England and Wales. Any disputes shall be subject to the jurisdiction of the English courts.