

# Electronics Communities Limited Residential and Small Business Broadband

## Quick Guide to our Terms and Conditions

This document provides a handy summary of our Terms and Conditions. We do recommend that you read the full document which is available on our website. Also note that if this document and the full terms say different things, it is the contents of the full terms and conditions that defines what we have agreed.

### Our Service

Our broadband service provides high speed Internet connectivity for your home or small business. You can subscribe to different speed options. All our services are Gigabit-capable (and even higher speeds are available on request). As standard you can connect to the service with a wired or wireless Ethernet connection.

### Acceptable Use

You must not use our services for any illegal activity or to cause disruption to other customers or Internet users. Use of our services is subject to our Acceptable Use Policy which you can find on our website. You must ensure that anyone that you allow to use our service also follows this policy.

### Equipment

We provide equipment to allow you to connect to our service. This equipment belongs to us and you must return it to us if you cancel the service. These devices typically cost £100-£200 so it's important that we get them back. If you do not return the equipment we reserve the right to charge the full replacement cost.

### Security

We are not responsible for providing security services for your devices. It is important that you take steps to protect your devices, such as keeping them updated.

### Minimum Term & Cancellation

When you order our service you are agreeing to a 12-month minimum term. This term starts from the day we activate your service. If you cancel within the first 12 months you will be billed for the remainder of the 12 month term.

If you wish to cancel after the minimum period, you must give us one calendar month's notice.

### Billing and Payment

**Our services are billed monthly in advance and you must pay our invoices within 30 days of the invoice date. You can pay by bank transfer, standing order or PayPal. If your payment is not received on time we may disable your connection. Our invoices are sent via email.**

### Support

If you have any problems with the service please contact [support@ecomltd.co.uk](mailto:support@ecomltd.co.uk) or 01296 768601. Don't forget to check the power supply to our equipment first, and it doesn't hurt to reset the equipment by switching the power off and back on to see if this resolves the problem.

### Changes to our Terms and Conditions

We are allowed to change our terms and conditions from time to time. The latest version is always available on our website at <https://www.ecomfibre.co.uk/documents/tandc.pdf>