



**Internet Connectivity Terms &  
Conditions**

07/02/2018

## Internet Connectivity Terms & Conditions

These terms and conditions (the "Conditions") govern your use of the Service. The content, features and functionality of the Service are described at [www.hbtcommunications.com/connectivity](http://www.hbtcommunications.com/connectivity) (the "Service"). The Service is supplied by HBT COMMUNICATIONS, registered office:

HB House  
Foleshill Enterprise Park  
Courtaulds Way  
Coventry  
England

Registered No. 2575331 (HB Telecom UK Ltd.).

### 1. DEFINITIONS

1.1 Some terms used in the Conditions will have a certain meaning:

**"Act"** means the telecommunications Act 1984;

**"Access Line"** means the telecommunications circuit that you use to obtain telecommunications services over the public switched telephone network at the Premises as notified by you to HBT COMMUNICATIONS;

**"Internet Connectivity"** means the technology that enables the high speed transmission of digital data over the Internet.

**"Agreement"** means these Conditions including the Schedule together with your Order Form and the applicable User Policy;

**"Agreement Date"** means, notwithstanding the date that any emails are sent to you by HBT COMMUNICATIONS confirming receipt of your order or confirming that insofar as HBT COMMUNICATIONS is aware, the Service will be able to be provided to you, the date of the Welcome Letter which is posted to you by HBT COMMUNICATIONS;

**"BT"** means British Telecommunications plc / Openreach;

**"Business Customer"** means you are a person who uses the Service in connection with your trade, business or profession, or a company, partnership or other organisation other than a Consumer;

**"Business Days"** means Monday to Friday, excluding public UK holidays and "Business Day" shall be construed accordingly;

**"Carrier"** means any supplier of telecommunications services to HBT COMMUNICATIONS for the service;

**"Consumer"** means that your use of the Service is for personal use only and you do not use the Service as a Business Customer; if you change your use during the term of this Agreement from consumer to business use, the Business Customer provisions of this Agreement will apply to you;

**"Customer"** means the individual or business who signs or on whose behalf the Order Form is signed or the person or business who submits an Order by telephone, being either a Consumer or Business Customer;

**"Customer Apparatus"** means apparatus owned by you not forming part of the Equipment but which may be connected to the Equipment directly or indirectly including but not limited to any microfilter and/or router and/or modem you may purchase for a self-installation version of the Service but not including CPE;

**"CPE"** (Customer Premises Equipment) means any equipment which is supplied to you by HBT COMMUNICATIONS following you indicating in your Order that you wish HBT COMMUNICATIONS to supply you with such equipment

**"Equipment"** means any apparatus or equipment provided by HBT COMMUNICATIONS or any third party to you at the Premises as part of the Service including but not limited to any microfilter and/or router and/or modem so provided;

**"HBT Communications"** means the brand of HBT COMMUNICATIONS utilised by HBT COMMUNICATIONS in the provision of certain of its products and services;

**"Minimum Period of Service"** means:  
the Minimum Period and 90 days thereafter; OR  
the fixed period of the Contract as specified in the Order Form.

**"Minimum Period"** means the Initial Minimum Period and any Subsequent Minimum Period as set out in this Contract that the Customer has agreed to receive and pay for the Services;

**"Subsequent Minimum Period"** means a period, commencing immediately upon expiry of the previous Initial Minimum Period or Subsequent Minimum Period being of equal duration to the Initial Minimum Period.

**"Order"** means the order which you place for the provision of the Services, either by completing an Order Form or by ordering by telephone;

**"Order Form"** means the form which you sign and return to HBT COMMUNICATIONS to order the Service;

**"Physical Characteristics"** means, for customers who self-install the Service, sufficient power and appropriate power sockets to enable the customer to receive the Service, and an existing BT analogue telephone line; for customers whose Service is installed on behalf of HBT COMMUNICATIONS, a wall mounted power socket within two (2) metres of the master phone socket and an existing BT analogue telephone line;

**"Premises"** means your premises where the Service is to be received;

**"RIPE NCC"** means the RIPE Network Coordination Centre, an organisation that maintains a database of European IP networks and their management information;

**"Schedule"** means the schedule attached to these Conditions;  
View Schedule

**"Service"** means the installation (where applicable), connection and supply of a telecommunications circuit capable of supporting Internet services at the Premises and the provision of telecommunication services over such circuit. For further details of the Service see [www.hbtcommunications.com/Connectivity](http://www.hbtcommunications.com/Connectivity) /Order Form/or available on request;

**"Standard Tests"** means the tests carried out by HBT COMMUNICATIONS or any third party to determine whether the Service is ready;

**"Support Service"** means the support and maintenance service provided to you;

**"HBT COMMUNICATIONS System"** the telecommunication system which HBT COMMUNICATIONS runs and, for the purpose of this Agreement, any apparatus leased by, or otherwise obtained by, HBT COMMUNICATIONS from a third party;

**"you" and "your"** means the Customer who orders the Service and belonging to the Customer as the case may be;

**"Welcome Letter"** means the letter contained in the Welcome Pack which documents the fees and other features of the Service which you have ordered and constitutes an acceptance by HBT COMMUNICATIONS of your Order;

**"we" "us" and "our"** means HBT COMMUNICATIONS and belonging to HBT COMMUNICATIONS as the case may be;

The "User Policies" outline what we consider to be unacceptable use of the Service by our customers so that we can take appropriate steps against abusers of the Service. All references to "Agreement" include reference to these Conditions, Order Form and the following User policies: Internet Access, Mail, User webpages.

If there is anything you do not understand, please phone us on 02476 867400 between 08:30am and 17:30pm, Monday to Friday, or email us at [support@hbtcommunications.com](mailto:support@hbtcommunications.com).

You must be 18 years or older to register for the Service.

## **2. PROVISION OF THE SERVICE**

2.1 The Service is described on the Order Form and at [www.hbtcommunications.com/Connectivity](http://www.hbtcommunications.com/Connectivity).

2.2 You agree to receive the Service and pay the fees for the Service for the Minimum Period of Service and thereafter until termination of the Agreement in accordance with paragraph 11.

2.3 HBT COMMUNICATIONS will provide the Service to you with reasonable skill and care. If you are a Business Customer, HBT COMMUNICATIONS excludes all and any warranties and conditions of any kind, whether express or implied, in respect of the Service and any content or data obtained or downloaded from it.

2.4 To use the Service, you need to supply us with certain details when placing your Order. You must ensure that the information provided is complete and accurate. We will respect the privacy of this information and will comply with applicable data protection legislation in respect of it.

2.5 HBT COMMUNICATIONS shall provide the Service to you according to the terms of this Agreement. HBT COMMUNICATIONS may obtain telecommunications services from a Carrier in order to supply the Service to you. You accept that it is technically impracticable to provide telecommunications services which are entirely free of faults and HBT COMMUNICATIONS does not undertake to do so. You also accept that you may not be able to receive the Service due to certain technical restrictions. If such technical restrictions are discovered after the Agreement Date, HBT COMMUNICATIONS has a right to terminate the Agreement in accordance with paragraph 11.2.4.

2.6 You must have an Access Line which:

2.6.1 is a suitable BT analogue exchange line which has no incompatible services operating on it; and

2.6.2 is connected to a suitably equipped BT exchange at which there is appropriate capacity.

Provisioning of the Service by HBT COMMUNICATIONS is subject to distance limitations and survey by BT. If you change from or do not maintain adequate Physical Characteristics we cannot be held responsible if you cannot or cease to be able to receive the Service.

HBT COMMUNICATIONS supplies the Service to you on the condition that you are the person or entity contracting with BT for the BT phone line associated with the Service.

2.7 HBT COMMUNICATIONS may occasionally have to interrupt the Service or change the technical specification of the Service for operational or planned maintenance reasons, for upgrades or because of an emergency. HBT COMMUNICATIONS will give you as much notice as practically possible of any planned interruption of your Service.

2.8 HBT COMMUNICATIONS will correct reported faults as soon as possible. Should you encounter a fault with the Service you should report this to HBT COMMUNICATIONS at telephone number 02476 867400. HBT COMMUNICATIONS shall investigate the fault and will actively deal with the fault report between the hours of 9.00am and 5.00pm Monday to Friday, excluding public holidays.

2.9 HBT COMMUNICATIONS may include links from time to time from the Service to other Internet sites. HBT COMMUNICATIONS has no control over the content of such sites and disclaims any liability in respect of your use of such sites. You may wish to use one of the available filtering software products to help prevent access to certain web content. If you would like suggestions as to packages available then contact us on 02476 867400 or by email [support@hbtcommunications.com](mailto:support@hbtcommunications.com).

### **3. PERIOD OF SERVICE**

The Agreement shall operate from the Agreement Date, during the Minimum Period of Service and thereafter unless and until terminated in accordance with paragraph 11.

HBT COMMUNICATIONS reserves the right to suspend or terminate the Service under paragraphs 10 and 11.

### **4. FEES**

4.1 HBT COMMUNICATIONS shall provide you with the Service for the fees as set out in the Order Form and are payable by Direct Debit. Non Direct Debit payment will incur a fee of £5.00 and Credit card payment a surcharge of 5%. These fees are payable monthly in advance from the start of the Minimum Period of Service. Payment will be due on the date specified on the invoice or in the case where you agree to make payment by credit card or direct debit, such other date for payment as advised to you by HBT COMMUNICATIONS

("Due Date") . Payment must be made using one of the methods specified on the Order Form, as specified by you when placing your Order.

4.2 All fees are subject to change from time to time in the event that the Carrier increases its fees to HBT COMMUNICATIONS. Details of any such increase shall be posted in accordance with the notice process in paragraph 21 of these Conditions. In addition to the fees set out on the Order Form and/ or Welcome Letter, HBT COMMUNICATIONS shall be entitled to charge and you shall be liable to pay the fees set out in the Schedule for the reasons given. If you are a Consumer - you will be entitled to terminate the Agreement if you are unhappy with any proposed increase in price provided you notify HBT COMMUNICATIONS in accordance with the notice process set out in paragraph 21 of the Conditions within fourteen (14) Business Days of such notification of price variation.

4.3 If you are a Business Customer and you fail to pay HBT COMMUNICATIONS any sum due pursuant to the Agreement you will be liable to pay interest to HBT COMMUNICATIONS on such sum at the annual rate of 3% above the base lending rate, accruing on a daily basis until payment is made, whether before or after any judgement.

## **5. ACCESS**

5.1 Unless you self-install the Service, you hereby irrevocably give permission to HBT COMMUNICATIONS and its employees, agents or contractors to:

5.1.1 execute any works on the Premises for, or in connection with, the installation, maintenance, adjustment, repair, alteration, moving, replacement, renewal or removal of the Equipment.

5.1.2 keep and operate the Equipment installed on, under or over the Premises;

5.1.3 enter the Premises to inspect any telecommunication apparatus kept on, under or over the Premises or elsewhere for the purposes of the HBT COMMUNICATIONS System. The permissions set out in paragraphs 5.1 above shall continue in force after termination of this Agreement until such time as HBT COMMUNICATIONS or a Carrier has removed all Equipment from the Premises.

5.2 You must allow HBT COMMUNICATIONS or any Carrier to have access to the Premises at all reasonable hours for the purpose of testing or maintaining any of the Equipment (if Equipment has been installed by HBT COMMUNICATIONS) and/or the Service and provide a safe and suitable environment for such access visits.

## **6. INSTALLATION**

INSTALLATION VIA HBT COMMUNICATIONS - Paragraphs 6.1 - 6.5 apply to customers whose Service is installed by HBT COMMUNICATIONS

6.1 HBT COMMUNICATIONS shall attempt to provide and install or procure the provision and installation of the Equipment at the Premises so that the Service can be provided on or before any installation date specified or agreed to by HBT COMMUNICATIONS. Any installation date given is an estimate only and HBT COMMUNICATIONS shall not be liable for any failure to meet such installation date.

6.2 HBT COMMUNICATIONS shall supply you with the relevant information to enable you suitably to prepare the Premises for delivery and installation of the Equipment. You shall at your expense provide suitable accommodation, facilities and environmental conditions for the Equipment.

6.3 HBT COMMUNICATIONS shall attempt to comply with your reasonable requests in respect of installation but HBT COMMUNICATIONS's decision on the routing of cables and wires and the positioning of outlets and the Equipment shall be final.

6.4 A secure electricity supply is required at the Premises for the installation, operation and maintenance of the Equipment at such points and with such connections as specified by HBT COMMUNICATIONS. Unless otherwise agreed, this power supply is to be provided by you. HBT COMMUNICATIONS shall not be responsible for interruption or failure of the Services caused by a failure of such power supply.

6.5 You acknowledge that during the installation of the Equipment for the provision of the Service your Access Line may suffer a temporary loss of service which shall be reinstated following installation and/or interference to any other Customer Apparatus or services used in connection with the Access Line (e.g. Access Line security systems) without any liability to HBT COMMUNICATIONS.

INSTALLATION BY THE CUSTOMER-Paragraphs 6.6 - 6.7 and 6.9 apply solely to customers who SELF-INSTALL the Service

6.6 You are fully responsible for:

6.6.1 connecting a suitable microfilter to the Carrier's master socket (and any extension sockets) at your Premises; and

6.6.2 connecting a suitable router/modem to the relevant port on the microfilter.

6.7 HBT COMMUNICATIONS accepts no liability whatsoever for any loss you or any third party may suffer as a result of:

6.7.1 your installation of the Service, including but not limited to loss caused by your installation of any Customer Apparatus or CPE; or

6.7.2 any faulty Customer Apparatus, notwithstanding any list of suitable Customer Apparatus which HBT COMMUNICATIONS may publish.

6.8 HBT COMMUNICATIONS does not warrant that any particular Customer Apparatus or CPE shall be compatible with the Service and HBT COMMUNICATIONS shall not be responsible for supporting any Customer Apparatus.

6.9 If HBT COMMUNICATIONS supplies you with CPE, you must agree to the terms of the relevant end-user software licence agreement to govern your use of the CPE. Other than where required by law, any such CPE is supplied "as is" with no warranty as to its fitness for purpose or otherwise. HBT COMMUNICATIONS shall use reasonable endeavours to assist with reasonable queries you may have in respect of initial installation of the Service. However, to the extent that such queries relate to any problems which, following an initial diagnosis, may be out with HBT COMMUNICATIONS's control or ability to remedy (including but not limited to Customer Apparatus or CPE), HBT COMMUNICATIONS does not guarantee that it shall be able to help resolve any such difficulties. Such limited support shall be provided to you by telephone by you calling 02476 867400.

## **7. OUR EQUIPMENT**

Paragraphs 7.1 - 7.5 apply to customers whose Service is installed by HBT COMMUNICATIONS

7.1 You agree not to do or allow anything to be done to the Premises that may cause damage to, or interfere with, the Equipment or prevent easy access to it.

7.2 You shall procure at your own expense all permissions, licences, registrations and approvals necessary for HBT COMMUNICATIONS to deliver, install and maintain the Equipment for the provision of the Services.

7.3 Following installation of the Equipment, Standard Tests shall be carried out by HBT COMMUNICATIONS to ensure that the Service is ready for use. If the Service is not ready for use, HBT COMMUNICATIONS shall either repair or replace, at its sole discretion, the Equipment or any part thereof and repeat the Standard Tests. You shall be entitled to use the Service following HBT COMMUNICATIONS informing you of successful completion of the Standard Tests.

7.4 The Equipment shall remain the property of HBT COMMUNICATIONS or the supplier of such Equipment and you shall at all times make clear to third parties that such Equipment is the property of HBT COMMUNICATIONS or a third party supplier of such Equipment.

7.5 You shall be responsible for ensuring at all times the safekeeping and proper use of the Equipment after delivery and installation at the Premises. You shall be liable to HBT COMMUNICATIONS for any loss or damage to the Equipment (except where it can be shown that such loss or damage was caused by the negligence of HBT COMMUNICATIONS or due to fair wear and tear). You will notify HBT COMMUNICATIONS immediately of any such loss or damage in particular (without prejudice to the generality of the foregoing) you undertake:

7.5.1 to keep the Equipment at the Premises and not to move it;

7.5.2 to comply with all instructions as HBT COMMUNICATIONS may notify to you and/or with the manufacturer's instructions relating to the Equipment;

7.5.3 not to cause the Equipment to be repaired or otherwise maintained except by an authorised representative of HBT COMMUNICATIONS;



7.5.4 not to cause any attachments other than those approved for connection under the Act in writing by HBT COMMUNICATIONS or as otherwise instructed to be fitted to the Equipment;

7.5.5 not to do anything nor to allow to subsist any circumstances likely to damage the Equipment or detract from or impair its performance or operation and not to add, modify, or in any way interfere with or impair the performance of the Equipment;

7.5.6 not to attempt to sell, transfer, dispose of, let, mortgage or change the Equipment or suffer any distress, seizure or execution to be levied against the Equipment or otherwise do anything prejudicial to HBT COMMUNICATIONS or the owner's rights in the Equipment.

Paragraphs 7.6 and 7.7 apply to HBT Communications Internet Connectivity Business customers only

7.6 If you purchase a router from HBT COMMUNICATIONS we will:

7.6.1 pre - configure it for you; and deliver it to your Premises. While HBT COMMUNICATIONS will use reasonable endeavours to deliver the router to you within such timescales as may have been advised to you verbally, HBT COMMUNICATIONS does not guarantee that such timescales will be achieved and time is not of the essence in respect of such delivery; and

7.6.2 provide a returns process as follows for the term of this Agreement; You should notify HBT COMMUNICATIONS of any fault in the router by contacting HBT COMMUNICATIONS by telephoning: 02476 867400 or email us at support@hbtcommunications.com, a diagnosis will then be carried out, and if it is determined that the hardware is at fault, and the hardware is still covered by warranty, HBT COMMUNICATIONS will send a replacement router to your Premises.

7.7 HBT COMMUNICATIONS accepts no liability whatsoever for any loss you or any third party may suffer as a result of your misuse of the router or for any accidental damage to it. For the avoidance of doubt the provisions set out in paragraph 13 shall apply to the sale of CPE by HBT COMMUNICATIONS other than the fact that HBT COMMUNICATIONS's total liability in respect of any CPE, shall be limited to the value of the CPE.

## **8. CUSTOMER APPARATUS**

8.1 You shall be responsible for the repair and maintenance of any Customer Apparatus used in order to obtain or use the Service.

8.2 You shall ensure that all Customer Apparatus complies with any applicable law. You shall immediately disconnect any Customer Apparatus if such apparatus does not, or ceases to, conform to applicable standards (if any) for the time being in force. HBT COMMUNICATIONS reserves the right to disconnect any Customer Apparatus used by you if you do not fulfil your obligations under this paragraph or if, in the opinion of HBT COMMUNICATIONS, such Customer Apparatus may cause the death or any personal injury to any person or damage to property or materially impairs the quality of any telecommunication service provided by means of the HBT COMMUNICATIONS System and you agree to disconnect such Customer Apparatus at the request of HBT COMMUNICATIONS.

8.3 Your Customer Apparatus must be technically compatible with the Service and approved for that purpose under any relevant legislation or telecommunications industry standards.

8.4 HBT COMMUNICATIONS accepts no liability whatsoever for any loss you may suffer as a result of your use or misuse of the Customer Apparatus or as a result of any faults in your Customer Apparatus. In particular, HBT COMMUNICATIONS is not liable whatsoever if you damage or incorrectly reconfigure any Customer Apparatus, for example a router, which you have purchased for use with the Service.

## **9. YOUR USE OF THE SERVICE**

9.1 You must NOT use the Service:

9.1.1 in a way that does not comply with the Conditions or any legislation or applicable licence or that is in any way unlawful or fraudulent or, to your knowledge, has any unlawful or fraudulent purpose or effect; or

9.1.2 in connection with the carrying out of a fraud or criminal offence against any public telecommunications operator; or

9.1.3 to send, knowingly receive, encourage the receipt of, upload, download, use or re-use any material which is abusive, indecent, defamatory, obscene or menacing, or in breach of copyright, confidence, privacy or any other rights or which may contain viruses or other similar programs, or which causes overloads to the HBT COMMUNICATIONS System; or

9.1.4 to send or procure the sending of unsolicited advertising or promotional material; or

9.1.5 in a way that does not comply with any instructions given by HBT COMMUNICATIONS for reasons of health, safety or the quality of the Carrier's telecommunications services or the HBT COMMUNICATIONS System; or

9.1.6 attempt to use the Service in any way that modifies, decompiles or reconfigures the Service or any Equipment (if relevant) or software or copy any manual or documentation relating to the Service, without HBT COMMUNICATIONS's prior written consent, except as set out in this Agreement; or

9.1.7 in a way that in the reasonable opinion of BT could materially affect the quality of any telecommunications service, including the Service, provided by BT, as notified to you by HBT COMMUNICATIONS.

9.2 You shall indemnify HBT COMMUNICATIONS against any claims or legal proceedings which are brought or threatened against HBT COMMUNICATIONS by a third party because the Service is used by you in breach of paragraphs 9.1.1 - 9.1.7 above.

9.3 You shall not share use of the Service, or any part of it, with any other person, or if you are a company with any person not a member of your company (or contracted to your company), whether directly or indirectly, including by means of radio or other wireless technology of any kind, except that if you are a consumer you may share the Service with members of your own household.

9.4 You will co-operate with HBT COMMUNICATIONS's reasonable requests for information regarding your use of the Service and supply such information without delay.

9.5 You shall not share use of the Service, or any part of it, with any other person except, if you are a Consumer, with members of your household at the same address.

9.6 If you are a Business Customer - You may not make any unauthorised commercial use of the Service. You agree to keep full and accurate records of any and all operating units on or in connection with which the Service is enabled and shall permit HBT COMMUNICATIONS to review and evaluate such records from time to time to ensure your compliance with your obligations in this paragraph 9.6.

9.7 If you are a Consumer - The Service is supplied to you for your personal use. You may not commercialise it or use it in connection with any occupation, trade or profession without HBT COMMUNICATIONS's prior written consent.

9.8 Where you use the Service to reach networks and services not operated by HBT COMMUNICATIONS, you will abide by the User Policies or terms and conditions imposed by the operators of those networks and services.

## **10. BREACH OF CONDITIONS**

### **If you are a Business Customer:**

10.1 We shall investigate any suspected or alleged breach of this Agreement or any suspected compromise to our network systems or security and in doing so we will act reasonably and fairly at all times.

10.2 We reserve the right to take any action we deem appropriate and proportionate to the breach of this Agreement.

10.3 If we decide that you have breached the Agreement, we will use reasonable endeavours to ensure that you are made aware of the breach without suspension or termination of the Service. However it may be necessary, due to the severity of the breach, to suspend or end the Service whilst details of the breach are investigated further. We reserve the right to suspend or end your account at our sole discretion without refund, and make an additional charge for all reasonable costs incurred due to investigating and dealing with the misuse and/or blocking access to any component(s) of the Service.

### **If you are a Consumer:**

10.4 We shall investigate any suspected or alleged breach of this Agreement and in doing so we will act reasonably and fairly at all times. We reserve the right to take any action we deem reasonably appropriate and proportionate to the breach of the Agreement.

10.5 If we decide that you have breached the Agreement, we will use reasonable endeavours to give you seven (7) days notice of our intention to suspend or end the Service and, if the breach is capable of remedy by you, you will have the opportunity to remedy the breach before the end of the seven (7) day notice period. If the breach is incapable of remedy, or you fail to remedy it, we reserve the right to suspend or end the Service at our sole discretion without refund, and make an additional charge for all reasonable costs incurred due to investigating and dealing with the misuse and/or blocking access to any component(s) of the Service. Particular examples of breaches which are incapable of remedy include jeopardising or compromising the security or integrity of our network and serious breach of our User Policies, including, for example, the posting or transmission of defamatory content through or in connection with the Service. However it may be necessary, due to the severity of the breach, to suspend or end the Service whilst details of the breach are investigated further.

## **11. TERMINATION**

11.1 You may end this Agreement to take effect after the Minimum Period of Service or relevant Subsequent Minimum Period. For the avoidance of doubt, an Initial Minimum Period will automatically be deemed to continue into a Subsequent Minimum period, unless either party shall give to the other not less than ninety (90) days' written notice of termination to expire after the Initial Minimum Period or relevant Subsequent Minimum Period.

A notice will be deemed served as follows:

On hand delivery, except where this is outside a Working Day, in which case the next Working Day;

Two Working Days after posting (proof that the envelope containing the notice was properly addressed, prepaid and posted and that it has not been returned to the sender shall be proof of posting).

If you wish to end this Agreement before the end of the Minimum Period of Service, HBT COMMUNICATIONS shall be entitled to charge you fees which would have been payable by you for the balance of the Minimum Period of Service. If you move from your Premises, HBT COMMUNICATIONS shall be entitled to charge you fees which would have been payable by you for the balance of the Minimum Period of Service at the Premises. If you wish to receive the Service at a new location, you are required to start a new contract for Service at your new premises.

11.1 HBT COMMUNICATIONS may end this Agreement immediately upon written notice to you if:

11.1.1 it becomes unlawful for HBT COMMUNICATIONS or the Carrier supporting the Service to continue to provide the Service or HBT COMMUNICATIONS or the Carrier supporting the Service is required to cease the Service by a competent regulatory authority; or

11.1.2 the Carrier supporting the Service ceases to do so for whatever reason or materially changes the terms of its provision of telecommunications services to HBT COMMUNICATIONS for the Service beyond the reasonable control of HBT COMMUNICATIONS;

11.1.3 you (or a third party acting on your behalf or instruction) fail to comply with any of the material terms or conditions of this Agreement including your obligation to pay and you do not remedy such failure within fifteen (15) days of a request to do so;

11.1.4 it transpires following the Agreement Date that, for any reason out of the control of HBT COMMUNICATIONS, the Services will not be able to be provided to you. In the event of termination in accordance with this paragraph 11.2.4, HBT COMMUNICATIONS shall repay to you any fees which you have paid in advance for the Services.

11.2 Your right to use the Service shall immediately terminate when this Agreement comes to an end.

11.3 Cancellation in the form of a cease of the service, placed by either party will raise a charge of £31.00 (+ VAT). Migrations away from the service in the form of a 'Migration Authority Code' assisted migration do not attract the cancellation charge.

## **12. RIGHT TO CANCEL**

12.1 If you are a Consumer you have a right to cancel the service within seven Business Days of the Agreement Date. Any use of the Service by you during this said period, will act as a waiver of this right to cancel.

12.2 Other than as set out in paragraph 12.1 above, you shall not have the right to cancel the Service after the Agreement Date as this will initiate provisioning of the Service by HBT COMMUNICATIONS and the Carrier. Other than cancellation under paragraph 12.1, if you attempt cancellation after the Agreement Date, you may be liable to pay:

12.2.1 the cancellation fees set out in Schedule 1 at the end of these Conditions if you cancel prior to the start of the Minimum Period of Service; or

12.2.2 the Service fee set out on the Order Form for the Minimum Period of Service if you cancel after the start of the Minimum Period of Service.

## **13. LIMITATION ON LIABILITY**

13.1 Nothing in this Agreement shall exclude or limit liability for (a) death or personal injury resulting from the negligence of either party or their servants, agents or employees or (b) fraud.

13.2 HBT COMMUNICATIONS shall not be liable in contract, tort, pre-contract or other representations (other than fraudulent or negligent misrepresentations) or otherwise arising out of or in connection with this Agreement for:

13.2.1 any economic losses (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings); or

13.2.2 any loss of goodwill or reputation; or

13.2.3 any loss suffered due to changes to the BT exchange line resulting in termination or suspension of the Service; or

13.2.4 any special, indirect or consequential losses or any destruction of data, in any case, whether or not such losses were within the contemplation of the parties at the

date of this Agreement, suffered or incurred by that party arising out of or in connection with the provisions of, or any matter under, this Agreement.

13.3 Excepting paragraphs 13.1 and 13.2, our liability in contract, tort, negligence or otherwise arising in connection with this Agreement shall be limited to £5,000 for any event or related series of events and £12,500 for all events in any period of 12 months.

13.4 You are solely responsible for any liability arising out of any content provided by you and/or any material to which other users can link to through such content.

13.5 Any data included in the Equipment upon installation by HBT COMMUNICATIONS is for testing use only and HBT COMMUNICATIONS hereby disclaims any and all liability arising from its use. This paragraph 13.5 is not applicable to customers who self-install the Service.

## **14. INDEMNITY**

14.1 If you are a Business Customer you agree to indemnify and hold us without blame for all liabilities, loss, claims and expenses that may arise from (a) any breach of these Conditions by you; and (b) any transmission or receipt of any content or message which you have requested or made using the Service.

14.2 If you are a Consumer, you must indemnify us against any claims or legal proceedings arising from your use of the Service under this Agreement (including, but not limited to claims in respect of defamation, breach of copyright or other intellectual property right infringement) which are brought or threatened against us by another person where you are at fault.

## **15. DATA PROTECTION/PERSONAL DETAILS**

15.1 We may retain your personal data, and you authorise us to use your personal data, for the following purposes:

15.1.1 provision of the Service to you;

15.1.2 keeping of a record for a reasonable period after termination of your Service;

15.1.3 operation and enforcement of these Conditions;

15.1.4 technical maintenance;

15.1.5 providing you with information about other services we offer, subject to your right to opt out of receiving such information on the Order Form or by exercising this right when placing an Order by telephone;

15.1.6 transferring it to another company in the event of a sale of HBT COMMUNICATIONS;

15.1.7 legal compliance including disclosing it to any third party who we reasonably consider has a legitimate interest in any such investigation or its outcome; and

15.1.8 transferring it to RIPE NCC as part of a general requirement for provision of these services within Europe.

15.2 It is your responsibility to keep the personal data that you provide to us up to date. We may send notices or other information to you at the address you give us. You should notify us immediately of any change to your personal data by sending us an email to support@hbtcommunications.com

## **16. NOTICES**

16.1 Any notice required or permitted under this Agreement must be in English and in writing and sent either: by post to:

HBT COMMUNICATIONS  
HB House  
Foleshill Enterprise Park  
Courtaulds Way  
Coventry  
CV6 5NX.  
FAO: Customer Care Team;

or by email to support@hbtcommunications.com

16.2 Any notice to be sent to you will be sent to the address which you provide when submitting your Order or such other address as you shall have given written notice of as the billing address.

## **17. ASSIGNMENT**

17.1 HBT COMMUNICATIONS reserves the right to assign or sub-contract any or all of our rights and obligations under this Agreement without your further consent to such assignment or sub-contract. You may not sell, lease, sub-licence, assign or otherwise transfer, whether in whole or in part, by operation of law or otherwise, the Agreement or any rights or obligations therein without the prior written consent of HBT COMMUNICATIONS.

## **18. MATTERS BEYOND THE PARTIES' REASONABLE CONTROL**

18.1 If either party is unable to perform any of its obligations under this Agreement because of a matter beyond that party's reasonable control including, but not limited to, lightning, flood, exceptionally severe weather, fire, explosion, war, civil disorder, industrial disputes, or acts of local or central Government or other competent authorities or acts or omissions of third party telecommunications service providers, that party shall have no liability to the other party for such failure to perform its obligations.



## **19. PROPRIETARY RIGHTS**

19.1 All title, interests, and rights (including intellectual property rights) in the Service remain with HBT COMMUNICATIONS and/or its suppliers. You acknowledge such title, interest and rights and you shall not take any action to jeopardise, limit or interfere in any manner with HBT COMMUNICATIONS's (or any third party supplier's) title, interests or rights with respect to the Service including, but not limited to, using HBT COMMUNICATIONS's trademarks or tradename.

19.2 You are the registered owner of your domain name for the Service and can transfer it upon termination of this Agreement to another Internet service provider.

## **20. MISCELLANEOUS**

20.1 Any amendment to Order Form must be in writing and signed by an authorised representative of each party.

20.2 The Agreement shall be governed by the laws of England and Wales and the parties submit to the non-exclusive jurisdiction of the courts of England.

20.3 In the event of a dispute between the parties, the parties will attempt in good faith to resolve the dispute or claim arising out of or relating to this Agreement promptly through negotiations between the respective representatives of the parties who have authority to settle the same.

20.4 Any failure by either of us to exercise or enforce any right or provision of these Conditions shall not constitute a waiver of such right or provision.

20.5 Each of the parties acknowledges and agrees that in entering into this Agreement, and the documents referred to in it, it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to this Agreement or not) other than as expressly set out in this Agreement as a representation. The only remedy available to it for breach of the representations shall be for breach of contract under the terms of this Agreement. Nothing in this paragraph shall, however, operate to limit or exclude any liability for fraud.