

These Specific Terms and Conditions are to be read in conjunction with IFB's Connectivity, Hosting, Backup and Recovery Terms and Conditions. All definitions contained within these Specific Terms and Conditions have the same meaning as those set out in the Standard Terms and Conditions.

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 www.ifb.net/broadband.cfm). The Broadband Services will be provided to you at the premises specified in the client order. Quoted speeds for each product specified by us refer to the maximum available download bandwidth. Upload bandwidth for the Broadband Service will vary depending on the service ordered up to a maximum of 20Mbps for FttC services.

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 order:

- (a) Successfully 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 cannot 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 order 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 We will use all reasonable efforts to activate the Broadband Services by the date notified to you following acceptance of your order, however it should be noted that all dates are estimates and we cannot guarantee that they will be met. Typical installation lead time is 7 working days from date of order. We can provide an expedited service installation of 2 working days but this is not guaranteed and an additional charge will be incurred if the expedited install is successful.

3 PRODUCT REGRADES

3.1 Speed of service re-grades between our range of Broadband services can take up to 5 working days to process from the order being received.

3.2 Service regrades will be classed as the commencement of a new annual contract, you will be credited for the original service and invoiced for the new service as appropriate. You may incur a regrade installation charge depending on the service being regraded and if it is still within the minimum contract term.

4 HARDWARE

4.1 All Broadband hardware purchased from IFB is covered by a one year warranty.

4.2 In the event that you find items missing from any hardware ordered, you will have 10 working days from the date on which the hardware is originally delivered to you to notify us of any missing items. If you notify us within the 10 working day period we will send out replacement items free of charge. After the 10 working day period has passed, you will be charged for replacement parts and delivery costs.

4.3 If hardware is damaged during delivery, or should you encounter a problem with the router within the one year warranty period, please follow the returns process below:

(a) Please contact IFB Client Support to report the fault, autosupport@ifb.net or 0845 270 2100.

(b) Client Support will verify the fault and complete a Return form on your behalf.

(c) You will receive a pre-paid, addressed bag for you to return the router.

(d) From the time of notification, we will arrange for a replacement router to be delivered to you using a next day courier.

This does not in any way affect your statutory rights.

4.4 Should you wish to return hardware due to a broadband activation failure, please follow the returns process below:

(a) Please contact IFB's Client Support department on autosupport@ifb.net or 0845 270 2100 to confirm the situation.

(b) Upon receipt of the equipment, we will issue a credit note.

5 SUPPORT

5.1 All service issues should be immediately reported to the Client Support department using autosupport@ifb.net or 0845 270 2100. IFB's broadband support desk is accessible between 08:45 to 17:30 from Monday to Friday. Please ensure you provide as much detail as possible when reporting a fault or raising a query.

5.2 You will not be charged by IFB for support of the actual broadband connection unless your fault requires a BT engineer site visit which subsequently identifies that the fault is not on BT's network or hardware. You may incur IFB support charges if you request configuration changes to be made to your IFB provided hardware or additional IP addressing after the service has been activated.

5.3 The Client Support team will investigate end user faults using BT's diagnostic tools, if a fault is identified IFB will log this with BT for investigation. IFB will provide updates via its ticketing system as and when information regarding your fault becomes available.

5.4 IFB cannot provide guaranteed fault resolution times, the provision of broadband services is dependent on complex nationwide network resources, some of which are

outwith IFB's direct management. Please be assured that our Client Support team appreciates the importance of client connections and endeavours to reach a prompt and successful resolution to all service issues.

6 TERMINATION

6.1 Once Broadband Services have been activated and are available for use you may end this Agreement by providing 30 days notice of cancellation after the minimum term of 12 months has expired. All service cancellations must be provided in writing, email is acceptable.

6.2 If service cancellation is requested prior to the end of the 12 month minimum term the client will be required to make payment for the remainder of the contract term.

6.3 If we or BT deem that your telecommunications line is not capable of supporting a broadband service we reserve the right to terminate your 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 for the duration of the contract term will become immediately due and payable.

6.5 Cancellation of broadband services, during or after expiry of the minimum term, may incur a cancellation fee of £31.12+VAT. This charge is levied by the broadband wholesaler for work required within the exchange to recover equipment and amend records when a broadband service is cancelled.

7 GENERAL

7.1 We reserve the right to raise an 'Abortive Visit Charge' of £95 + VAT when entry to your premises is refused, or no access can be gained despite you having agreed that a BT representative may access your premises to deliver services or to investigate a fault.

7.2 We reserve the right to raise a 'Special Faults Investigation Charge' of £145 + VAT 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 provided by BT.