

# Broadband Assured Terms & Conditions



- 1 Broadband Assured is an assurance product to cover the cost of unexpected engineer call outs if there is a problem with your Onestream Broadband service.
- 2 Broadband Assured costs £2.99 per month and is free for the first month following registration. You may cancel Broadband Assured at any time by contacting us at 0333 241 4449 provided you have not used the service. If you have used Broadband Assured and an engineer has visited your home you will be responsible to pay for the service until the end of your contract with us.
- 3 Broadband Assured is not available to business customers.
- 4 If for any reason your Broadband is not working, please call our team on 0333 241 4449, who will try to diagnose the problem and find a solution.
- 5 If we can't solve the problem over the phone we will send an engineer to your home at your convenience to restore your Broadband services. You must allow us into your home at all reasonable times to repair your Broadband. Without Broadband Assured there could be a charge made to your account for an engineer to visit your home.
- 6 Broadband Assured does not cover:-
  - 6.1 any damage or issues with any equipment used to supply the Broadband services which have not been supplied by Onestream; or
  - 6.2 any issues with the internal wiring of your home or the connection of the service from outside of your home. If an engineer is required to fix such issues a fee for the provision of such repair services may be payable by you.
- 7 All Onestream routers are covered under warranty and any faulty routers will be replaced by Onestream during the term of your contract unless the router has been damaged by you as a result of your neglect, abuse, misuse, or you have damaged the router intentionally. If a router has been damaged in this way you will be responsible for the cost of the replacement router.
- 8 We will not be responsible for any failure to carry out our obligations under Broadband Assured if it is caused by any circumstances outside our reasonable control.
- 9 All aspects of the Broadband Assured, are subject to English Law.
- 10 Broadband Assured is provided by Onestream Limited a company registered in England and Wales. Our company registration number is 10389581 and our registered office is at Onestream House, 4400 Parkway, Whiteley, Fareham, United Kingdom, PO15 7FJ. Our registered VAT number is 254116135.
- 11 There are statutory rights in place that apply to faulty goods and services. You can find advice on those rights from the Citizens Advice Bureau.