

## *Pulse8 Broadband terms and conditions*

Detailed below are the terms and conditions of our Broadband internet services.

Pulse8 Broadband Services are offered to you by Compucare Computer Servicing Ltd., whose registered office is at Petitor House, Nicholson Road, Torquay, Devon. TQ2 7TD. In order to receive them you must first read and accept these Terms and Conditions which set out our agreement for the provision of the Broadband Services to you.

### *1. Start of this agreement*

1.1 This Agreement will commence on the Commencement Date and will continue, unless and until terminated by you or us in accordance with paragraph 9 below.

"Commencement Date" means the date on which the Broadband Services are first provided to you or the date on which you request a change to an alternative Broadband Service provided by us.

### *2. Registration information*

2.1 To register for the Broadband Services, you must be at least 18 years of age and resident in the UK.

2.2 You warrant that all information provided to us, including the information in the online registration form, is absolutely true, complete and accurate. If any facts or information provided to us become inaccurate then you will tell us immediately of the changes.

2.3 You confirm that there are no facts or circumstances which have not been disclosed to us which would affect our decision to provide the Broadband Services to you.

### *3. Our provision of the services*

3.1 We will provide the Broadband, Call and Line Rental Services subject to these Terms and Conditions.

3.2 We can only provide Broadband, Call and Line Rental Service Services in areas of the United Kingdom in which we are technically able from time to time and we will endeavour to provide the Broadband Services to you at the access rate you choose, but the speed may be affected at times due to network congestion and other reasons.

3.3 Whilst we will use our reasonable endeavours to begin providing the Broadband Services on any date agreed with you, we will not be liable for any failure to meet such a date.

3.4 We will provide the Broadband Services to the main BT socket and cannot guarantee that the Broadband Services will work over any extension sockets that you may have installed.

3.5 To use the Broadband Services you will need a telephone line and a personal computer of a minimum specification as we notify to you. You may only access the Broadband Services by using a designated telephone number.

3.6 You will provide the computer system, modem, software and telephone connection necessary to enable you to access the Broadband Services and you will be responsible for ensuring that they are compatible with the Broadband Services. You are also responsible for the provision of, and payment for, telecommunications services necessary to access and use the Broadband Services.

3.7 We may provide you with certain software to enable you to use the Broadband Services and you agree to sign any agreement reasonably required by the owner of the copyright in such software that protects owner's rights in that software in order to use the Broadband Services and the software. Unless permitted by law, you must not modify or copy this software or use it for any purpose other than to access the Broadband Services in accordance with this Agreement nor copy the manuals or documentation provided with the Broadband Services or the provided software.

3.8 You confirm that we have and any licensed operator supporting the Broadband Services has your permission, on reasonable notice to: (a) carry out any works on your premises for, or in connection with the installation, maintenance, adjustment, repair or alteration of the Broadband Services; (b) enter the premises to inspect, modify, upgrade or replace any equipment that you may have connected to the Broadband Services.

3.9 Where on reasonable notice we tell you that we wish or any licensed operator supporting the Broadband Services wishes to carry out any work set out in paragraph 3.8(a) you agree to: (a) obtain all necessary consents, including consents for alterations to buildings, if applicable; (b) provide any electricity and connection points required by us or by any licensed operator supporting the Broadband Services; and (c) provide a suitable, safe and appropriate working environment in accordance with our reasonable requirements or those of any licensed operator supporting the Broadband Services.

3.10 Where, at our request, any third party equipment is installed at your premises to enable you to receive the Broadband Services, you will not, and you will procure that no-one else shall, add to, modify or in any way interfere with such equipment without our prior consent. Furthermore, you will use such equipment in accordance with any instructions, safety and security procedures applicable to the use of that equipment. You acknowledge that all such third party equipment remains owned by the relevant third party and you will be responsible for such equipment while installed at your premises. You acknowledge that you will be liable to the owner of such equipment for any damage to it while installed/delivered to your premises (fair wear and tear excepted).

3.11 We may suspend the Broadband Services temporarily without notice in an emergency or in order to improve, maintain or repair the Broadband Services or our network or for other operational reasons. We will try, but cannot guarantee, to keep you informed and to keep interruptions to a minimum.

3.12 We cannot guarantee that the Broadband Services will be uninterrupted or error free. If a fault occurs, you should report it by phone, email or in writing to our Broadband Support Team using the contact details below or set out on the Pulse8 Broadband Website and we will try to rectify the fault.

3.13 We normally recommend that you purchase or use your own modem however you may purchase one from us by calling the broadband support number as shown on the website. We will provide technical support to the best of our ability on all modems but will not be responsible for any faults in its design, manufacture or performance and we will not be liable for any loss or damage incurred by you as a result of any such fault. If we are unable to support your modem we reserve the right to refer you back to your supplier for technical support.

3.14 If you move address within the UK and request it, we will activate your Broadband Services at your new address provided that your new phone line is suitable to receive the Broadband Services, subject to payment of an installation fee, as shown on the Pulse8 Broadband Website or details of which are available on request.

3.15 You acknowledge that we will not be responsible for any sites, content, goods or services offered or made available on the Internet provided by Pulse8 Broadband or any other third parties nor for any computer viruses, cookies or anything similar transmitted to you via the Broadband Services by such third party sites or otherwise through our provision of the Broadband Services.

3.16 We will not be responsible for the content of newsgroup or chat areas, whether moderated by us or not. By entering these areas, you accept this and agree to waive any claims against us for any distress, injury, loss, liability, damage and expense arising from or in connection with your use of these areas and their contents. You will indemnify us against any claims arising from your use of the areas or any content of the areas which you post or create.

3.17 We do not monitor the Broadband Services or Usage, but reserve the right to do so and to review the contents of any communication sent or received using the Broadband Services, and to review the contents of any material accessed whilst using the Broadband Services. We reserve the right at all times to disclose any information or materials we deem necessary in connection with any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, at our sole discretion.

3.18 We filter sites that have made it onto the IWF blacklist <http://www.iwf.org.uk/members/member-policies/url-list> and any websites that we're required to by UK Law.

#### *4. Your use of the services*

4.1 The Broadband Services and any software provided as part of the Broadband Services are provided solely for your own use and you may not resell, transfer, assign or sub-license them or any part of them to any other person.

4.2 You must ensure that any machines or personal computers used by you to access the Broadband Services do not have an adverse effect on our systems, those of our suppliers or on network traffic generally. You must use the Broadband Services in a manner consistent with all applicable laws and regulations which may apply to your use of the Broadband Services.

4.3 You must ensure that any computers, systems or networks that utilise the Broadband Services are configured in such a way that does not give a third party the capability to use the Broadband Services in an illegal or inappropriate manner. You should run a firewall and up-to-date anti-virus software, and ensure that your operating system is kept fully up to date with the latest security patches.

4.4 You must not use the Broadband Services in any way that would, in our reasonable opinion, materially affect the use of or access to the Internet of any other person. This includes, but is not limited to, "denial of service" (DOS) and "distributed denial of service" (DDOS) attacks against another network or individual user. DOS attacks will result in immediate termination of the Broadband Service.

4.5 Any attempt, whether successful or not, to gain access to or retrieve data from any computer system without authorisation from its maintainer or owner will lead to immediate termination of the Broadband Service and possibly to prosecution. This applies to port scanning, vulnerability probes and intentional distribution of "trojan horse" programs, viruses and worms, as well as making use of systems compromised by third parties.

4.6 Use of the Broadband Service to transmit any unsolicited commercial or unsolicited bulk e-mail is expressly prohibited. We have a zero-tolerance policy for spam. Spamming will result in immediate termination of the Broadband Service.

4.7 Intentional distribution of software that attempts to and/or causes damage, harassment, or annoyance to persons, data, and/or computer systems is prohibited. This will result in immediate termination of the Broadband Service.

4.8 Adding, removing or modifying identifying network header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information may result in termination of the Broadband Service.

4.9 You must not use the Broadband Services:

1. In any way that does not comply with any licences applicable to you or is unlawful or fraudulent or has any unlawful purpose or effect or;
2. In connection with the carrying out of a fraud or criminal offence;
3. To disseminate or otherwise distribute, knowingly receive, upload, download, use or re-use, any information or material which is inappropriate, profane, abusive, indecent, defamatory, obscene or menacing, or in breach of any copyright, privacy or any other rights;
4. In any way which infringes any third party's intellectual property rights;
5. In a way that does not comply with our specific instructions.

## **5. Payment**

5.1 You will pay us the applicable charges for the Broadband Services to which you subscribed, as set out on the Pulse8 Broadband Website or as otherwise notified by us to you (the Fees). We reserve the right to change the Fees at any time on giving you not less than 28 days' notice. The changed fees will apply on expiry of this 28 day period unless you tell us within 10 days of notification by us to you that you want to terminate this Agreement.

5.2 We will bill you each month in advance for the Fees applicable. For customers choosing to pay by Direct Debit, we will seek payment from your bank or building society on or after the day on which the Fees are payable. If any instruction for such payment is not confirmed by your bank/building society by the day on which the Fees are payable, we may suspend the provision of the Services to you immediately without notice.

5.3 If we suffer a charge-back (being a debit from our bank account or repayment by us as a result of a credit card transaction dispute procedure initiated by you) of any Fees (or part of them) paid by you to us, you will immediately repay us for the charged back sum and we may: (a) immediately without notice suspend the provision of the Broadband Services to you; and/or (b) charge interest on the charged back sum at a rate of 4% above the base rate of HSBC Bank plc until the sum is repaid to us.

5.4 You may be required to pay a re-connection charge at our rates in force at that time if you wish to be re-connected following a suspension of the Broadband Services resulting from paragraphs 5.2 and/or 5.3.

5.5 If it is necessary to install the Broadband Service on a different telephone line at any time, for example as a result of you moving house, you will be required to pay an administration charge of £50. This is a charge that is applied to us by Open Reach to enable the Broadband service on the new telephone line. This charge applies even if you keep the same telephone number.

5.6 If there is a change to the status of your telephone service that causes your Broadband Service to be cancelled, for example a change to the name of the account holder, you will be required to pay a reactivation fee of £50.00 to reconnect the Broadband Service. This is a charge that is applied to us by Open Reach.

5.7 If you have selected to receive the any of our Pulse8broadband ADSL services you will have an Unlimited Monthly Usage allowance. However we reserve the right to reduce this limit to 100GB at any time. Pulse8 Broadband customers can check their usage by typing in their telephone number into the "Existing Customers Pulse8 Broadband Dashboard" section found on the main page of our website [www.pulse8broadband.co.uk](http://www.pulse8broadband.co.uk)

5.8 Our ADSL and FibreOptic\* services are not throttled or subject to traffic shaping.

5.9 If you have selected to receive the one of our Unlimited Fibreoptic\* services your combined monthly download / upload allowance will be Unlimited. All Pulse8 Broadband customers can check their usage by typing in their telephone number into the "Existing Customers Pulse8 Broadband Dashboard" section found on the main page of our website [www.pulse8broadband.co.uk](http://www.pulse8broadband.co.uk)

5.10 Any offer of free months, whether as part of a promotion or not, only refers to the basic monthly subscription and does not cover any additional charges that may be incurred.

\* Our Fibreoptic package is delivered over F.T.T.C. (Fibre To The Cabinet) which means that you rely on Copper wire to the nearest fibre enabled cabinet from your building after which it's fibre all the way.

## *6. Security and confidentiality*

6.1 In order to enable you to use the Broadband Services, we will provide you with Security Details. You will be responsible for maintaining the confidentiality and security of the Security Details. Where the Security Details include a password that may be changed by you, you will change the password at frequent and regular intervals.

6.2 You will immediately notify us if any of the Security Details: (a) have been disclosed to an unauthorised person or are, or may be used in an unauthorised way (or if you suspect, or have reason to suspect that this may occur or have occurred); and/or (b) have been lost or stolen.

6.3 We may suspend your Security Details if at any time we think that there is, or is likely to be, a breach of security and require you to change any password.

6.4 You will be responsible for all actions undertaken by anyone else using the Security Details unless you have given notice to us at the first possible opportunity upon becoming aware of the events listed in paragraphs 6.2(a) or

6.2(b) above as the case may be. We may suspend the Broadband Services and you will fully indemnify us from all losses resulting from such actions.

6.5 You accept that the Broadband Services are not secure and we do not guarantee the prevention or detection of any unauthorised attempts to access the Broadband Services.

6.6 You agree to keep in confidence any information (whether written or oral) of a confidential nature (including software and manuals) obtained under or in connection with this Agreement and will only use such information in order to receive the Broadband Services.

## *7. Personal data*

7.1 We will comply with our obligations under the Data Protection Act 1998 and any other applicable data protection legislation.

7.2 By registering for the Broadband Services you consent to our using and/or disclosing your personal information for certain administrative and credit-checking purposes. This may involve disclosing your personal information to third parties, but only to the extent necessary: (a) provide you with the Broadband Services; (b) let you know about any changes to the Broadband Services; (c) manage our network; (d) prevent and detect criminal activity, fraud and misuse of or damage to our network; (e) for other administrative purposes.

7.3 We may collect information about you or your use of the Broadband Services: (a) when you agree to subscribe to a service/product we provide and give us information including contact details, date of birth, etc; (b) when you communicate with us/our Customer Services; (c) when you take part in surveys or provide us with feedback.

7.4 We may collect information about your tastes and preferences based on your use of the Broadband Services. The collection of this information may include the analysis of website traffic, including the use of cookies. Cookies are pieces of information placed on your computer's hard drive recording your presence on a website, which in turn allows us to recognise the computer used to access the site and offer you tailored solutions based on your last visit.

7.5 If you do not want to receive cookies you can set your browser to reject them or to notify you when a site tries to place a cookie on your computer. Rejecting cookies may affect your ability to use some of the services/products on our site.

7.6 From time to time we will compile aggregate statistics about the Broadband Services and may share them with reputable third parties. These statistics will not contain information that would enable any third party to identify you personally.

7.7 We may disclose your personal information to third parties, but only to the extent necessary to provide and operate the services/products you requested, or as otherwise provided by this privacy policy. A copy of our Privacy Policy can be obtained by contacting us via email or phone.

7.8 We will disclose personal information to comply with all applicable laws and lawful requests by the appropriate authorities.

7.9 We will protect your personal data by all appropriate security measures including the use of secure servers and encryption.

7.10 Third party sites that you can access from our website are not covered by our privacy policy and we accept no responsibility or liability for use of personal information by operators of these sites.

## **8. Limitation of liability**

8.1 We will not be liable either in contract, tort (including negligence) or otherwise for any damages for any direct or indirect loss of profits, business or anticipated savings, nor for any indirect or consequential loss nor for any damage or destruction of data however arising from the use of or inability to use the Broadband Services or from any action or omission taken as a result of using the Broadband Services. Notwithstanding any other provision of these Terms and Conditions we do not exclude or limit any liability in respect of death or personal injury resulting from our negligence.

8.2 Our aggregate liability to you in contract, tort (including negligence) or otherwise and arising out of, or in connection with, this Agreement and/or the provision of the Broadband Services for each 1 month period (the period starting on the date the Broadband Services is first provided to you) shall be limited to the amount of the Fees paid by you to us in respect of that 1 month period.

8.3 The information on the Pulse8 Broadband Website is updated from time to time. However, we exclude any warranties, conditions or terms (whether express, implied, statutory or otherwise), as to the quality, accuracy, efficacy, completeness, performance, fitness for a particular purpose of the Broadband Services or any of the contents of the Pulse8 Broadband Website.

8.4 You agree to indemnify us against all costs, claims, losses and expenses (including indirect and consequential losses) howsoever arising, from any claim brought against us by any third party relating to any breach by you of your obligations under these Terms and Conditions.

8.5 We will not be liable to you for any breach of any of our obligations under these Terms and Conditions or the Privacy Policy where the breach is caused by a 'force majeure' event which term shall include, but is not limited to, acts of God, insurrection or civil disorder, war or military operations, national or local emergency, acts or omissions of local or central government, highway authority or other competent authority, industrial disputes of any kind (whether including us or not), fire, lightning, explosion, flood, subsidence, inclement weather, unavailability of third party telecommunications networks or any other cause beyond our reasonable control.

## **9. Termination and suspension**

9.1 This Agreement may be terminated at any time up to the Commencement Date, however, if we have supplied you with a Modem you must return it to us and (if applicable) we will refund you for any payment received from you for such Modem. Any modem returned for a refund must be received in pristine and resalable condition, including all packaging, manuals, software and cables, as appropriate.

9.2 After the Commencement Date this Agreement may be terminated in accordance with the terms set out in this Agreement and the cancellation provisions of the Consumer Protection (Distance Selling) Regulations 2000 (the "Distance Selling Regulations") will not apply to the Service.

9.3 We may terminate this Agreement at any time on notice if: (a) we are directed by any competent authority to cease the provision of the Broadband Services or any part of them; (b) you are in breach of any of these Terms and Conditions; (c) your contract with your telecommunications provider for your direct analogue exchange line is terminated; (d) any licensed operator supporting the Broadband Services ceases to do so for whatever reason or changes the terms of its provision of telecommunications services beyond our reasonable control.

9.4 Unless otherwise specified in this Agreement, either you or we may terminate this Agreement on giving not less than 10 days notice to the other; such notice not to expire before the end of the first month.

9.5 You may terminate this agreement with respect to the Broadband Service after the 1 month term providing all setup charges (if any) for a new line or broadband service have been paid. We do not provide refunds if you migrate away to another provider mid-month, but will refund any line rental or broadband charges paid if you are moving from one of our broadband and or line packages to a Pulse8 Fibre package.

We do not charge cease fee's

We do not charge migration fee's for customers migrating to or from our service. To find out more about cancelling broadband please call 0800 0428888 or email us on [bbsupport@pulse8broadband.co.uk](mailto:bbsupport@pulse8broadband.co.uk)

9.6 Upon termination you agree to cease using the Broadband Services immediately and to pay any monies owing (we will bill unbilled amounts promptly after termination). On termination your right to use the Services ceases immediately.



## 10. General

10.1 All intellectual property rights in or relating to the Broadband Services are the property of, or have been licensed to, us. You are only permitted to use these intellectual property rights as provided in these Terms and Conditions and in order to receive the Broadband Services. You will not use or allow anyone else to use any of our name, logo, trade mark or other intellectual property rights or that of any of the licensed operator involved in providing the Broadband Services without our prior written consent.

10.2 We may change the Terms and Conditions at any time by notice on the Pulse8 Broadband Website or email prior to the change becoming effective. You will be deemed to have accepted any such changes by your continued use of the Broadband Services. Changes to fees are covered by paragraph 5.1.

10.3 Notwithstanding any other rights that we may have in these Terms and Conditions, we reserve the right at any time (notwithstanding prior acceptance) to suspend, cancel, refuse to supply or terminate the provision of the Broadband Services wholly or partly without notice, and we shall not be liable for any loss suffered as a result of such suspension, cancellation, refusal or termination. If at the time we exercise our rights under this paragraph 10.3, you have paid us any Fees in advance, we will reimburse you pro rata for the proportion of these Fees that relate to the period after this date.

10.4 This Agreement constitutes the entire agreement between you and us in relation to the provision of the Broadband Services and supersedes any representations, communications and prior agreements (whether oral or written) related to the its subject matter other than fraudulent misrepresentation.

10.5 We may assign, sub-contract or otherwise deal with our rights or obligations under this Agreement without giving you any notice beforehand. You may not assign, sub-contract, sell or transfer your rights or obligations under this Agreement.

10.6 Any notice or communication required to be sent pursuant to these Terms and Conditions should be sent to us at Compucare Computer Servicing Ltd., Petitor House, Nicholson Road, Torquay TQ2 7TD, or to you at the address indicated in the online registration form.

10.7 No waiver by us of any breach of these Terms and Conditions will be considered as a waiver of any subsequent breach of the same or any other provision.

10.8 If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these Terms and Conditions, and the remainder of the provision in question, will not be affected.

10.9 Except as expressly stated in these Terms and Conditions, no person who is not a party to this Agreement will derive any benefit from it, whether by virtue of the Contracts (Rights of Third Parties) Act 1999 or otherwise.

10.10 This Agreement will be governed and construed in accordance with the laws of England and Wales and you irrevocably submit to the exclusive jurisdiction of the English Courts.

## 11. Definitions

### "Agreement"

Means the agreement between you and us for the provision of the Services, comprising these Terms and Conditions and the Privacy Policy;

### "Broadband Services"

Means the services through which you may gain high-speed access to the Internet via a telecommunications network together with the services and facilities provided by us in connection with such Internet access service, which may include the provision of an email account, personal web space, etc. as described on the Pulse8 Broadband Website at the date of your online registration;

### "Commencement Date"

Means the date on which the Broadband Services are first provided to you or the date on which you request a change to an alternative Broadband Service provided by us;

### "Security Details"

means any and all user names, passwords, keys, electronic signatures and any other devices or information in whatever form and on whatever media supplied to allow you to access the Services;

### "Pulse8 Broadband Website"

Means the Internet site which can be found at [www.pulse8broadband.co.uk](http://www.pulse8broadband.co.uk);

### "We, Us and Our"

Means Computare Computer Servicing Ltd. having its registered office at Petitor House, Nicholson Road, Torquay, TQ2 7TD.

### "You, Your"

Means the person, company or organisation whose details are included on the registration form.