

## CONTRACT SUMMARY -

- This contract summary provides the main elements of this service offer as required by UK law.<sup>1</sup>
- It helps to make a comparison between service offers and complete information about the service is provided in other documents.

### Services and equipment

Fiber One offers internet access services and equipment (“**Services**”) to you. These Services are described as follows:

- Internet access service with an unlimited data volume and Digi Internet Box (Wi-Fi 6 technology), provided as part of your subscription and to be returned if service ends.

The Services are subject to the relevant **General Terms and Conditions** and policies which are available at [www.digicompany.co.uk](http://www.digicompany.co.uk).

### Speeds of the internet service and remedies

Service	Download Speed	Upload Speed

If we do not provide the Services in accordance with your agreed Contract Information or your statutory rights (for example, to provide a service with reasonable skill and care), the following remedies may be available to you depending on the circumstances: damages, a refund or price reduction, specific performance or contract termination.

### Price

You, as the customer, agree to pay for your use of the services. You will be charged the pricing set out in your Contract Information, which is set out here: £ /month, with free installation where physical connection infrastructure is already in place at a building.

The pricing may be changed by Fiber One from time to time and you will be notified of any change in advance via email or the website. In general, we will give you thirty (30) days' notice of changes and you will have a right to terminate your contract if the price is increased.

### Duration, renewal and termination

Each Service is valid for the monthly period specified in your Contract Information and automatically renews each month following that with no fixed end date.

You may terminate your use of the services at any time for any reason and may close your account by completing the **Cancellation Form** or by contacting Fiber One by telephone at the following number: 0044 1582 367070. Your Subscription will continue until the end of the current monthly Subscription Term, at which point it will not renew and will come to an end. No further payments will be taken after the current term expires, excepting refund if any, upon request, of any remaining credit, in the case the customer switching to another provider.

Fiber One may terminate your Contract and will make best endeavours to give reasonable prior notice. Fiber One may also suspend your use of the services or terminate your Contract in particular circumstances (e.g. if you are in breach of your Contract, if you have violated or have encouraged others to violate the **Acceptable Use Policy**, or if you enter liquidation, or if you are in default of your payments). If Fiber One terminates under these circumstances, you will receive a pro rata refund.

### Features for end-users with disabilities

Fiber One will, upon request and free of charge, provide bills in accessible formats to customers with disabilities and allow them to designate a nominee to receive bills and make payments on their behalf, with the nominee not being liable for the customer's bills.

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<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).