



Contract Information for your services

Provider information

Fiber One Ltd.

Address: 12 New Fetter Lane, London, United Kingdom, EC4A 1JP
Registered in England & Wales | Company Number: 14447294

Telephone number: 0044 1582 367070

Customer number	Contract number	Commencement date
-----------------	-----------------	-------------------

Customer Information

Personal information	Contact details	
Address/Contact details	Installation address	Invoice address

Description of services

Monthly rolling contract with unlimited data volume internet access service.

Fiber One provides Services on a best-efforts basis. No minimum quality of service levels or Service Level Agreements is offered. Fiber One gives no guarantee regarding faultless and interruption-free functioning of the Service. Fiber One is authorised to provide its services under the commercial brand "Digi". Any references to "Digi" in relation to the Services shall be understood as referring to the brand under which Fiber One provides its services, products and customer communications.

	Download Speed	Upload Speed

Traffic management processes are outlined in the Acceptable Use Policy and include monitoring the network and applying relevant measures to manage congestion.

Monthly fee

VAT incl.

Fiber One Ltd.

12 New Fetter Lane London EC4A 1JP
Registered in England & Wales | Company Number: 14447294

Other fees

The following may be payable:

Late Payment Fees: Third and fourth late payment reminders are invoiced at £ 10 each representing an administrative fee.

Interest on Late Payments: Any amount unpaid upon its due date shall accrue interest at the legal rate.

Moving House Fee: An administrative service fee of £ 45 shall be charged for transferring service to a new address.

Installation Costs: Installation will be provided at no additional charge where physical connection infrastructure is already in place at a building. Where such infrastructure is not in place between the street network and the customer's premises, additional charges may apply to cover the cost of installing the necessary infrastructure. Any such charges will be clearly communicated to you in advance and will require your agreement before any work is carried out.

Payment terms

Invoices will be sent monthly by email and will be available in your online account "My Digi".

Payment by bank transfer amounts payable within 15 days.

The monthly fee specified above will be charged to your chosen payment method on the monthly renewal date specified above.

Service switching

You have the right to transfer your existing communications services or Bundle to us using the regulated switching process.

This process is set out in Ofcom's General Condition C7.4(a) and is designed to make switching providers simple and secure. You do not need to contact your current provider to cancel your services - once you agree to switch, we will handle the transfer for you.

Monthly renewal date

Renewing on the last day of each month with no fixed end date.

Termination

You may cancel your Subscription at any time by completing the **Cancellation Form**, logging into your account and clicking 'Cancel Subscription', or by emailing at help@digij.uk. 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.

Any Digi Internet Box (Wi-Fi 6 technology) must be returned to the location designated by Fiber One within fifteen (15) days of service termination, at Fiber One's cost. All return instructions will be provided by Fiber One. If Hardware is not returned in good condition within this period, Fiber One may invoice you for the cost of replacement.

If you cancel during the Cooling-Off Period or if Fiber One terminates your Contract, you may be entitled to a pro rata refund calculated by reducing the full amount paid by an amount representing the number of days you used the Services prior to cancellation. Any refund will be made within fourteen (14) days using the same payment method unless you agree otherwise. 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.

Security

In the event of security threats or abuse, Fiber One may: change your login or password (with notification); inform you personally of security threats and advise on protective measures; suspend or cancel Services to protect the network; or suspend Services if you are using your own equipment that causes disruptions or fails to meet technical and security requirements.

Remedies, complaints handling and dispute resolution

For complete service interruptions lasting more than eight (8) consecutive hours due to uninterrupted network failure, compensation will be calculated as 1/30th of the monthly Subscription Fee for each twenty four (24) hour period of interruption.

You must report the incident within five (5) days of outage resolution. Compensation will be issued as a credit note or discount at Fiber One's discretion.

No compensation will be due if the incident is due to your actions or negligence, arises from a force majeure event, a technical solution (even if temporary) accepted by you, or the delay is due to your request or absence.

If switching to or from Fiber One is delayed or service is interrupted for more than one working day under the Ofcom 'One Touch Switch' process, or if switching related service or installation appointment is missed, you are entitled to automatic compensation, without any prior request, under Ofcom's rules and within the period set out in Ofcom's General Conditions of Entitlement. Compensation shall be paid by the responsible provider. Where Fiber One is the responsible provider, compensation shall be calculated as 1/30 of the monthly Subscription Fee for each twenty-four (24) hour period of delay, interruption or missed appointment.

Financial compensation will generally be provided in the form of a bill credit. By exception, compensation may be paid via bank transfer or any other payment method acceptable to the you. However, if you exit the Contract before the full value of any bill credit has been used, Fiber One will refund any outstanding balance to you using a mutually agreed payment method once you have paid any remaining charges on your account.

Terminal equipment

Digi Internet Box (Wi-Fi 6), which is provided free of charge as part of subscription and must be returned when service ends as outlined above.

All terminal equipment belongs to Fiber One and remains Fiber One's exclusive property. It is placed in your possession solely to be used in connection with private usage of Services and may not be transferred, sold, or placed into possession of any third party. You are responsible for safeguarding terminal equipment and you have obligations to notify Fiber One in the case of any damage, loss, theft, or deterioration.

You may use your own terminal equipment (e.g. modem) but it must comply with technical specifications as set out in our **Acceptable Use Policy** on our website and you are responsible for installation, security, and any damage.

Data protection

Please see our privacy policy at www.digi.uk

End-users with disabilities

Bills are available in accessible format free of charge.

A nominee system is available for bill management assistance including initial bill sending, payment authorisation, and enquiry handling.

Contract signature

I accept the terms & conditions for the usage of the DIGI services, including the payment obligation and the right to cancel during the Cooling-Off period.

I also confirm I have read and accepted the Information Notice on the Processing Personal Data and I have received the forms part of the agreement, respectively Contract

Information, General Terms and Conditions, Contract Summary and Acceptable Use Policy.

Read and approved
Signature