

Contract Information

Persimmon Homes trading as FibreNest
FibreNest, Box 745, York, YO1 0JF
Email: support@fibrenewest.com Phone: 0333 234 2220

This contract information document sets out key information regarding the service that you have expressed an interest in.

Description of services

The service:

900Mb - Hyperfast Full Fibre, which has a speed of 900Mb.

900Mb is the maximum speed that we will provide. We cannot guarantee that the maximum speed will be available at all times, since it will depend on a number of factors including network demand.

In providing the Service to you, we will use the reasonable skill and care of a competent service provider, but it is impossible to guarantee that the Service will never be faulty.

Price and payment terms

Monthly cost: **£54.00** (including VAT). Upfront/installation cost: £0. Other charges, for example, fees for late payment, reconnection after a disconnection, a failure to return equipment after termination of the agreement, as set out in the [Price List](#). Monthly price shown will increase each April from April 2025 by no more than £2.00 per month.

Delivery of the Service

We will endeavor to ensure that the service is activated on the agreed Commencement Date. We will advise you if there will be a delay to the service provision as promptly as possible.

You agree to pay the monthly cost of the service by Direct Debit on the dates notified to you following acceptance of your order. Should your payment not clear, this could result in suspension and ultimately termination of your contract.

Duration, renewal and termination of contract

Duration: By signing up to the contract you will be agreeing to take your Broadband Service from FibreNest for a minimum of 12 months.

Termination during the Minimum Term: Should you wish to terminate the contract before completion of your Minimum Term, you will be required to pay an Early Termination Charge, as set out in the [Price List](#).

Termination after the Minimum Term: At the end of your Minimum Term your contract will continue on a rolling monthly basis, until you or we notify that the agreement is to be terminated. You will need to give a minimum of 30 days' notice to terminate the contract. Towards the end of your Minimum Term we will send you an end-of-contract notification which will outline your choices, including your choices regarding termination, rolling onto a monthly contract, and our best tariffs should you wish to enter a new Minimum Term.

Obligations regarding equipment: Once the contract is terminated, you will need to return all equipment, which has been provided to you by FibreNest. The equipment must be in good working order when it is returned to FibreNest. In the event of a failure to return FibreNest's equipment or, returning equipment which is damaged we reserve the right to charge you for that equipment in accordance with the [Price List](#).

Description of services

FibreNest is committed to ensuring the best service possible for customers. To achieve this we may need to:

- Change the service and/or the terms and conditions to upgrade or improve the service, for example fixing bugs or manage security risks.
 - Take action to implement additional legal and regulatory requirements, updated codes of practice, or guidance from Ofcom in response to security incidents or vulnerabilities.
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Remedies, complaints handling and dispute resolution

We will always aim to provide you with the best possible service. However, if you are unhappy about any aspect of our service you will be able to submit a complaint via one of the following means:

Phone: 0333 234 2220

Email: support@fibrenest.com

Post: FibreNest, PO Box 745, York, YO1 0JF

Further details about our complaints handling process can be found in our Complaints Code of Practice which can be found here <https://www.fibrenest.com/complaints-code>.

In the unlikely event that we are unable to resolve your complaint to your satisfaction within a period of eight weeks or if during the process of investigating your complaint, you believe the situation has reached a deadlock, you may refer your complaint to the Ombudsman service.

FibreNest complaints procedure adheres to the Ofcom Approved Complaints Code, copies of which can be found at: <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-competition-regulation/generalconditions-of-entitlement>

Right to cancel

You have the right to cancel your services within the first 14 days from the day after the: (i) the Commencement Date; or (ii) the date upon which that you confirm you have reviewed, and agreed to, the Terms and Conditions, Contract Summary and Contract Information, whichever is later; without incurring any Early Termination Charges.

If you wish to cancel your service during this time, you must do this by notifying us via email - please see the [Contact Us](#) section for details

If we've already started providing the Service by the time you cancel it, you'll have to pay us the full cost of the Service you've received prior to the point at which the Service is ceased.

If you've paid for the Service in advance, we will refund the excess of such payments after the settlement of all of your outstanding Charges owed to us, which includes the cost of equipment not returned to us in accordance with the Terms and Conditions. We will process the refund due to you as soon as possible.

This document (v.1) was created in October, 2023 and was correct at the time of publication

