

900Mb - Hyperfast Full Fibre

Persimmon Homes trading as FibreNest
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This contract summary provides the main elements of this service offer as required by EU law. It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

Description of services and equipment

You have expressed an interest in the 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. Please note that "upload speeds" will always be slower than "download speeds". We can provide further details of the same upon request. Your browsing experience is dependent on a range of factors, such as the response times of the web pages you are accessing. We do not commit to provide you with a minimum speed. Equipment: As part of the service, we will provide you with a router and an Optical Network Termination device (ONT).

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.

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 Cooling-off period: Should you wish to terminate during the Cooling-off period, you may do so without incurring an Early Termination Charge. 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 monthly basis, until you or we notify the wish to terminate the agreement. 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](#).

Features for end users with disabilities

In accordance with our vulnerable persons policy, FibreNest offer a lot of different support options to its customers. These include: Alternative formats, Priority Fault Repair, Next Generation Text Relay, Third party bill management.

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