



## *Summary of Service Promises and what we expect from you*

RRCN is a local community interest company based in Ridgehill, with both local shareholders and local directors. We have designed and built a broadband full-fibre network with a simple aim: to provide you with a world-class broadband service that meets your needs today and into the future.

Our full Terms and Conditions can be found on our website, this is a summary of our promises and what we expect from you. Some of our services are provided under contract by Purefibre Internet Ltd who are our Internet Service Provider.

### *Our promises to you:*

- We will provide you with the broadband service which you specify by installing a full-fibre network directly into your property.
- We will process your order promptly and keep you informed of when we can install and connect you.
- Our engineer will call at an agreed time to install our fibre router – a small box will be installed where the cable comes into your house, the router needs a mains power supply.
- We will make good any damage caused by us during the installation.
- We offer our service at a specified download and upload speed; you will receive these speeds at the router. We do not advertise an 'up to' speed and deliver less. Sometimes results from a speed testing site may indicate less – this is usually noticed if you are connected wirelessly. If you notice any problems our support team will advise you.
- Our local champions will assist in improving connectivity of devices within properties as part of our community ethos.
- Provided your use of the services remains legal under UK law, we will provide unlimited access.
- You will be able to call us to resolve any critical technical faults affecting your service at any time of the day or night, 365 days a year. For any other issues telephone support is available between 09.00 and 17.00 on weekdays.
- If the problem affects more than one customer on the network, we undertake to respond within one hour of receiving such a call during standard business hours (09.00 to 17.00 Monday – Friday) and within four hours at all other times.
- If the problem affects a single customer, we undertake to respond to your call within two hours of receiving your call during standard business hours and within eight hours at all other times. Most faults will be resolved remotely within a four-hour period. Sometimes it will not be possible and if a site visit is required to repair a broken cable or replace faulty equipment, we will ensure that such a visit takes place within 72 hours.
- All information about you is treated confidentially. We will comply with the General Data Processing Regulations.
- If you are not satisfied with any of the services we provide to you, we will do all we can to sort it out. If you wish, your contract may be cancelled by giving us one month's written notice after the initial 12 month-term of the contract.

### *As the customer, your responsibilities will be:*

- To be available for our installation engineer's visit, at the date and time agreed with you. If you request an appointment to be rearranged an additional charge may be necessary if our engineer has to make a special trip.
- To grant us a free wayleave to allow our fibre connection from the boundary of your property into your property.
- To only use the services for lawful purposes and to conform with all applicable UK laws.
- To take precautions to keep your passwords safe, private and confidential. You will be liable to us for any charges resulting from sharing your passwords with others.
- To keep confidential all internet addresses supplied by us.
- To abide by our Acceptable Use Policy which describes the lawful uses of the services.
- To settle monthly invoices by Direct Debit by the agreed date each month.
- Should you have any dispute or concern over the service we have provided, you will work with us to resolve the problem to your satisfaction.

Our overriding goal is to ensure you are completely satisfied with our services, such that you would recommend us to others.

If you have any problems that are not resolved as you would like, you can call on any of the team or directors as we all live locally. Together we are members of the same community, and we hope to share our ethos of a community built and financed full-fibre network and services.