VOSTEL BROADBAND

TERMS AND CONDITIONS

Last Updated: May 27, 2025

These Terms and Conditions ("Terms") govern the provision of broadband internet and 4G backup services ("Services") by Vostel ("we," "us," or "Vostel"), an Internet Service Provider, to you ("Customer," "you," or "your"). By subscribing to our 12-month or 36-month broadband contract, you agree to be bound by these Terms, which comply with UK law, including the Consumer Rights Act 2015, Consumer Contracts Regulations 2013, and Ofcom regulations. Please read them carefully.

1. SERVICE DESCRIPTION

   1.1 Vostel provides broadband and 4G backup internet services as specified in your chosen 12-month or 36-month contract plan, including agreed-upon speed tiers, data allowances (if applicable), and any additional features outlined in your service agreement.

   1.2 The Services are subject to availability and may vary based on your geographic location, network capacity, and infrastructure.

   1.3 We aim to provide uninterrupted service using reasonable care and skill but do not guarantee continuous or error-free access due to factors beyond our control (e.g., network outages, maintenance, or force majeure events).

   1.4 Cooling-Off Period: If you sign up for the Services online, over the phone, or away from our premises, you have the right to cancel your contract without penalty within 14 days from the day after you enter the contract or the Services are activated. To cancel, notify us in writing at support@vostel.co.uk or Vostel Ltd, 10 Cortlandt, 18 George Street, Hailsham, BN27 1AE. We will refund any payments made within 14 days of receiving your cancellation notice.

   1.5 Pre-Contract Information: Before entering the contract, you will receive a written contract summary outlining the Services, minimum guaranteed speeds, total costs (including taxes and fees), contract duration, termination rights, and how to access dispute resolution, as required by Ofcom's General Conditions and the Consumer Contracts Regulations 2013.

   1.6 Universal Service Obligation**:** If you cannot access download speeds of at least 10 Mbps and upload speeds of 1 Mbps, you may request an upgraded connection under the UK's Universal Service Obligation, subject to a cost threshold, as regulated by Ofcom.

2. PAYMENT AND BILLING

   2.1 Price Increases**:** Any price increase during the Minimum Term will be notified with a minimum of 30 days notice.

3. INSTALLATION AND EQUIPMENT

3.1 Equipment Compatibility: We will ensure that provided equipment is fit for purpose and compatible with standard UK broadband networks. If the equipment is faulty or not as described, you may request a replacement or refund under the Consumer Rights Act 2015.

4. SERVICE SPEEDS AND PERFORMANCE

4.1 Minimum Guaranteed Speeds: Your contract summary will specify the minimum guaranteed download and upload speeds for your plan. If your speeds consistently fall below these, you may contact us to request a fix at any time within agreed service hours. If we cannot resolve the issue, you may terminate the contract without penalty, as per Ofcom rules.

5. LIMITATION OF LIABILITY

5.1 Statutory Rights**:** Nothing in these Terms limits your statutory rights under the Consumer Rights Act 2015, including your right to a refund, repair, or compensation if the Services are not provided as described or are of unsatisfactory quality.

6. GOVERNING LAW AND DISPUTE RESOLUTION

6.1 Governing Law**:** These Terms are governed by the laws of England and Wales, and the English courts have exclusive jurisdiction over any disputes, except where alternative dispute resolution applies.

6.2 Dispute Resolution**:** Any disputes arising from these Terms may be resolved through binding arbitration in accordance with the rules of an Ofcom-approved alternative dispute resolution scheme (e.g., CISAS or Ombudsman Services). If your complaint remains unresolved after 8 weeks or we reach a deadlock, you may escalate it to the relevant ADR scheme. Contact details are available at support@vostel.com or www.vostel.com/adr.

7. CONTACT INFORMATION

For questions, complaints, or support, contact Vostel at:

- Email: support@vostel.co.uk
- Phone: 01323 884884
- Address: Vostel, 10 Cortlandt, 18 George Street, Hailsham, BN27 1AE

By subscribing to Vostel’s broadband and 4G backup services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.