

W3Z Broadband - Our Charges and Service Definitions (Inclusive of VAT)

Administration Fee

£20.00

Clause 2.7 of our Terms of Service

Default Fee

£25.00

Clause 7.4 of our Terms of Service

Eg. Failed Direct Debit payment

Reconnection Fee

£50.00

Clause 7.6.2 of our Terms of Service

Eg. if your service has been disconnected due to non-payment

Re-Installation (eg Moving Home) Fee

£60.00

Clause 11.1 of our Terms of Service

Paper Billing Fee

£1.50 per document

Clause 7.4.7 of our Terms of Service

Early Cancellation or Termination Fee

If you wish to cancel your subscription whilst still within your Contract Period, you will be charged the balance of the calendar months remaining in your Contract.

Surveys and Quotes

Free of Charge

Our attendance for Surveys, Quotes, and Assessments are free of charge.

Additional Routers

£134.00

Including labour and associated installation costs

Replacement Router

Free of Charge

Whilst in Contract with us we will replace any faulty Router

£99.00

If out of Contract

Other Services

Price on Application

Contact us for more information on any of the following:

- **Telephony Services**
- **WiFi Distribution**
- **Broadband Internet for Events**
- **Business Broadband and Leased Line Solutions**

All services and further information available via telephone on 01773 570123, or by email at support@w3z.co.uk

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Standard Packages

Download / Upload Allowance	Monthly Tariff (inc. VAT)
20Mbps Superfast 6GB	£20.99
20Mbps Superfast 10GB	£21.99
20Mbps SuperFast 20GB	£25.99
20Mbps SuperFast 30GB	£30.99
20Mbps SuperFast 50GB	£35.99
Additional Allowances available up to 900GB	

Unlimited Packages

Download / Upload Allowance	Monthly Tariff (inc. VAT)
5 Mbps Unlimited Lite	£27.99
10 Mbps Unlimited Standard	£39.99
20/2 Mbps SuperFast Unlimited	£44.99
20/5 Mbps SuperFast Unlimited	£49.99
50/5 Mbps SuperFast Unlimited (where available)	£69.99
Additional Service Speeds available up to 1GBps	

Contract Options

Contract Period	Setup Fee (Inc. VAT)
12 Month Contract	£85.00
36 Month Contract	FREE!

Other Available Services (POA)	
Telephony Services	Business Broadband and Leased Lines
WiFi Distribution	Events Broadband

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Service Level Agreement

Subject to Terms and Conditions clauses 2-7

Continuation of Service

We always aim to provide you with the best service possible, but cannot guarantee that the service will be fault free. If there are any service interruptions, we will remedy these as soon as practicable, and will have a solution available within two full working days. In the case of customer equipment failures (for example router faults, or power supply unit failures), there may be additional charges incurred as detailed above.

We are proud of our customer service and will always endeavour to fix repairs on the same day where possible. If you are interested, you can contact us for our current average wait times for offline repairs.

Speed Guarantee

If you maintain your equipment as detailed in our Terms and Conditions Clauses 4 and 5, you should expect your speeds to your router to be guaranteed. This speed can be tested at home, and we have links to recommended speed testing websites on our own website.

This Guarantee applies only to customers who use and maintain our supplied routers, and cannot be guaranteed where a customer uses their own equipment.

You should be aware that external influences on the WiFi signal, such as distances from the router, may affect your throughput speed when tested wirelessly, and all tests should be carried out cabled into the router. Tests should also be conducted without other devices connected to the router in order to confirm the actual speeds.

Vulnerable Customers

We recognise that some customers may require additional assistance to fully utilise our services. If you consider yourself to be vulnerable for any reason, or are living with a disability, please let us know how we can support you.

Complaints

We are proud members of the Derbyshire Trusted Trader Scheme, and have been awarded the UKWISPA (our trade body - ukwispa.org) Gold Accreditation for outstanding user experience.

However, if you have cause to complain about our service, we ask that you contact us first so that we can address your concern, and resolve any issues that have caused you to complain. You can reach us by email at support@w3z.co.uk, or by telephone on 01773 570123.

You can also take comfort in the fact that we also subscribe to an Ofcom-approved Alternative Dispute Resolution (ADR) scheme, should you feel that our remedy has not resolved your complaint.

Force Majeure

We limit our liability under this Service Level Agreement in the case of *force majeure* events beyond our reasonable control. This includes but is not limited to; war, pandemic, natural catastrophes, breakdown of power or communication facilities, governmental interference, societal upheaval, or changes in laws or regulations.

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