



Let's Keep It Simple: Your Phone and/or Broadband Terms

V8.0



Please read this document carefully as it contains terms and conditions for our broadband and telephone (VOIP) services. We have made an effort to keep it clear and jargon-free!

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THANET TELECOMS

Document Change Log

VERSION	AUTHOR	DATE	COMMENTS
V1.0	Sam Bates	15/01/2025	Final version for publication
V2.0	Sam Bates	30/07/2025	Added that international calls are a chargeable extra
V3.0	Sam Bates	23/10/2025	Changed document to reflect 1 month terms across the broadband and VOIP sections
V4.0	Sam Bates	06/01/2026	Updated the Early Termination Charges
V5.0	Sam Bates	12/01/2026	Clarified when BT may charge for work.
V6.0	Sam Bates	20/01/2026	Structural & Content changes
V7.0	Sam Bates	17/03/2026	Major rerelease Rewording of entire document with multiple changes. Please reread entire document.
V8.0	Sam Bates	25/04/2026	<ul style="list-style-type: none"> - Added mobile SIM services section - Expanded VoIP / telephony terms - Updated termination, pricing and regulatory clauses - Added supplier charge, fraud and fair use protections - Major structural and content revisions throughout

Table of Contents

Document Change Log	1
Broadband.....	5
Ordering and Installation	5
Ordering and Installation Timescales	5
Site Access, Permissions & Pre Installation Responsibility	5
Installation Dates	5
Additional Cabling	6
Charges Related to Installation & Visits.....	6
Installation Charges.....	6
Engineer Visit Charges & Missed Appointments	6
Additional Supplier Charges	7
Service Terms	7
Minimum Terms.....	7
Order Commitment	7
Cancellation and Renewal	8
Termination Summary.....	8
Using the Service	8
Service Levels and Support	8
Faults and Responsibility	8
Service Changes	9
Speeds	9
Commercials.....	9
Charges and Fees.....	9
Hardware.....	9
Hardware Costs	9
Price Changes	10
Billing	10
Existing Contracts	10
Technical / Edge Cases.....	11
Legacy Services	11
Phones – Business Telephony	12

VoIP Limitations	12
Service Availability and Call Quality	12
Number Porting.....	12
Calling Plans	13
Telephony Term and Billing	13
Telephony Equipment	13
Calling Policy, Allowances and Fair Usage	14
Call Fraud and Credential Security.....	14
Call Spend Limits	15
Telephony Features	15
Call Recording and Compliance	15
Suspension.....	15
Calling Policy, Allowances & Fair Usage.....	16
Mobile, SIM and Connectivity Services Terms	17
Scope of Services	17
Customer Responsibilities	17
Roaming and International Use.....	17
Spend Limits and Usage Controls	18
Out of Bundle and Additional Charges.....	18
Premium and Chargeable Service Barring.....	18
Fair Use and Acceptable Use.....	18
Lost, Stolen or Unauthorised Use	19
Fraud and SIM Security	19
Number Porting and Number Retention.....	19
Network Availability	19
Billing Records	19
Pricing and Price Changes.....	20
Billing and Payment	20
Minimum Terms, Termination and Cease Charges	20
Suspension.....	21
Credit Limits and Deposits	21
Broadband Provisioning and Third-Party Delays	21

Auto Renewal.....	21
Account Administrator Authority.....	22
Complaints and Service Issues.....	22
Switching and Regulatory Rights.....	22
General Legal and Regulatory Terms	23
Limitation of Liability	23
Data Protection	23
Service Availability	Error! Bookmark not defined.
Entire Agreement.....	23

Broadband

Ordering and Installation

Ordering and Installation Timescales

Broadband orders are usually complete in a minimum of about 8 working days however the timescale can vary depending on BT Openreach availability. If you have a phone line this timeframe may increase due to the time it takes for the phone number to port.

Site Access, Permissions & Pre Installation Responsibility

Before any installation or engineer visit takes place, you are responsible for ensuring:

- Full access to the premises is available for the engineer
- Permission has been obtained from the landlord, property owner, managing agent, or building management
- Any required wayleave or access agreements are in place
- The installation environment is safe and suitable
- You have the legal right to request installation at the premises
- You or a responsible representative will be present during the appointment

If the property is rented or part of a multi-tenant or serviced building, all permissions for cabling and installation must be confirmed in advance.

Failure to meet these requirements may result in failed visits, delays, or additional charges which will be your responsibility.

Installation Dates

BT will aim to install your line on the date specified at the time of order however there is a possibility that the installation cannot take place due to unforeseen circumstances. For example, the installation may be trickier than originally thought or there might be some other complication during the installation. Our installation dates should be taken as a guide rather than a guarantee. We will not be liable for any losses due to a delay in the installation.

Engineer appointments are subject to site readiness and third party permissions. If an installation cannot proceed due to issues at the premises (including lack of landlord consent or access restrictions), the appointment will be considered failed and may incur additional charges.

Additional Cabling

Sometimes additional cabling is required to position the router/phones in a desired position. If any additional cabling is required, this will be chargeable additionally to any pre agreed costs and may be outsourced if necessary. We will do our best to ensure that these additional costs are considered before works starts however ultimately BT make the final decision on where they install the master socket, so we must work around that. If you already have a service installed, you should not need any further cabling as the new service will use your existing connection.

Charges Related to Installation & Visits

Installation Charges

Installation charges will apply depending on whether you already have an active line and service. Installation charges will be quoted at the time of ordering. There may also be other associated costs however these will be quoted depending on the installation complexity.

Engineer Visit Charges & Missed Appointments

Our suppliers (including Openreach and other network providers) apply charges where an engineer visit cannot be completed for reasons outside of their control.

These charges include, but are not limited to:

- Missed appointments or customer not present
- Lack of access to the premises
- Landlord or building permission not granted
- Unsafe or unsuitable working conditions
- Internal wiring or equipment issues

Where such charges are applied to us, they will be passed on to you in full.

Typical charges include (but are not limited to):

- Missed or aborted visit: £102.50
- No fault found visits or internal fault issues: charged at supplier rates

By proceeding with an order, you accept responsibility for these charges where applicable.

These charges apply regardless of fault, are determined solely by the network provider, and are outside of our control.

Additional Supplier Charges

Suppliers may apply additional charges for work carried out or attempted, including but not limited to:

- No fault found visits
- Internal or customer caused faults
- Survey or planning visits
- Time related charges where work exceeds standard installation time
- Late cancellations or changes to appointments
- Aborted installations where work cannot be completed

These charges are applied by the network provider and will be passed on in full.

Service Terms

Minimum Terms

The minimum term on our broadband packages varies depending on the service supplied. Standard copper-based broadband (SoGEA) & super-fast full fibre broadband to the premise (FTTP) are usually supplied on a monthly commitment however occasionally our suppliers may provide a Minimum terms of 12 months. This will be outlined in our agreement with you before placing the order.

Order Commitment

Once a broadband order is placed, we are unable to cancel the service, and you will be liable for the entire cost of the service. Once again, this is not us being hard work but rather us safeguarding ourselves from loss. Once you sign, we sign a commitment with our suppliers which we are unable to get out of.

You acknowledge that once an order is placed, we commit to our suppliers on your behalf. Any charges incurred as a result of cancellation, failed visits, delays, or site related issues will be chargeable to you.

This includes (but is not limited to) engineer visit charges, aborted visits, survey fees, and any third party costs imposed on us.

Where third party charges are incurred due to customer action, inaction, or site conditions, these will be invoiced and payable regardless of whether the service is successfully installed or delivered.

We are not responsible for validating landlord permissions, access rights, or building restrictions prior to installation. This responsibility sits solely with the customer.

Cancellation and Renewal

Should you wish to cancel your service and move away from us you must inform us 30 days before the end of your agreed term or the date you wish to move/cease your services. For example, if you wish to move away on the 1st of April you must inform us no later than March 1st. This gives us time to help move/cease your services.

Failing to inform us in time will result in your service being renewed for same term length as originally agreed upon. For example, if you agreed a 1-year term for broadband then your renewal term will be the same. We are unable to make exceptions to this due to supplier chain agreements and our commitment to their terms.

Termination Summary

Similarly to installation charges, we must also charge a fee if/when you leave. The fee is dependent on if you are in contract or not. If you cancel the service within 12 months the fee will be £95 for leaving. If you are in contract and/or cancel within 12 months, you must pay £95 plus the amount of any costs associated with the time you have left on your term. For example, leaving 9 months into a 12-month contract will incur £95 charge plus the cost of the services you would have paid for the remaining 3 months.

Regardless of contract length there will be a £95 per line charge if we cancel/cease your broadband line within 12 months or £50 per broadband line if cased after 12 months.

Using the Service

Service Levels and Support

We have preset agreed SLA (Service level agreements) in place with our suppliers which ensure any service issues are dealt with in a timely manner depending on severity of the issue. For example, if you have no broadband and you or your company is unable to work, we will prioritise this situation and arrange for a fast resolution.

Should you suffer a router failure we will endeavour to install one of our spares the same day where possible.

Faults and Responsibility

Faults – Openreach will charge for any work that's from the distribution point (DP). This is usually the pole outside however cabling may run underground. Any fault beyond the network distribution point (DP), including internal cabling, equipment, or damage within the premises, is the customer's responsibility.

If there is a fault (such as a cable being chewed though) the customer will be responsible for these costs and costs may not always be predictable.

Service Changes

You can upgrade your service during the term agreed for a charge of £30 however you are unable to downgrade until renewal. For example, you may want a faster connection speed. This will incur a £30 plus any increase in the associated service cost.

Speeds

Line speeds will vary depending on network load and your area. For traditional services (SoGEA) the line speed will very much depend on your location from the Openreach exchange. A property further away will get a much lower speed than one closer. For full fibre services (FTTP) you are unlikely to see a dip in the advertised speed due to the nature of the light-based service which is much more reliable to predict.

We will always advise you of your estimated speed you should expect so you know what to expect.

Commercials

Charges and Fees

There are some costs associated with moving your service to us as well as a termination fee should you wish to move away. Again, these are all fees imposed on us by our suppliers and therefore as much as we would like to waive these costs unfortunately, we must pass these on. Some of the main fees are listed in the table below.

Item	Cost
Migration (Standard or Full Fibre)	Quoted at the time of order
New connection (Standard or Full Fibre)	Quoted at the time of order
Upgrade Service	£30
Termination fees The fee is charged when you leave.	£95 per line if within 12 months £50 per line if after 12 months
Faults	£variable

Hardware

Instead of leasing hardware like other suppliers, we offer the option to purchase your own hardware, either from us or elsewhere. This ensures that you are getting something that is fit for purpose as routers come in many shapes and sizes and one size doesn't always fit all.

Hardware Costs

Hardware costs – to enable the use of your service with us you need a broadband router. You will also need one with a built-in phone line adapter if you want to use landline phones. We will advise the best router for your requirements and can supply one if

needed. Hardware costs including postage will be added to your first bill and charged on the last day of the month ordered.

Price Changes

While we aim to keep our prices stable, our supplier typically increases their charges annually, usually in April. To ensure we can continue providing your service sustainably, any necessary price adjustments will be communicated in advance and reflected in your April bill. To keep things fair and transparent, we will strive to limit any price increases to once per year in April, and only in direct response to increased costs we incur.

In addition to supplier led adjustments, we may review our service pricing once per year to reflect operational and support costs. Any changes will be communicated in advance and will not occur more than annually unless services or supplier costs materially change.

Billing

The cost of your service will depend on the product selected. We will bill you each month on the 1st and this will cover that month. For example, we will bill you for April on April 1st. If your service starts mid-month we will bill your ad-hoc for the period to the 1st of the next month. Same applies at the end of the term but the other way round.

If a Direct Debit or other payment fails, we may charge reasonable administration costs and reserve the right to suspend services until payment is made.

Existing Contracts

You must ensure that you are out of contract with your old supplier before signing with us. Should you find you are in contract, and you have signed over to us we will be unable to reimburse you for any costs incurred and for the remainder of the term you agreed.

Technical / Edge Cases

Legacy Services

If you are being moved from a very traditional line called WLR to SoGEA or FTTP you will lose any services that use the traditional phone line system, such as lift emergency alarms or traditional burglar alarm calls. You will also lose the fax line however this can be converted to a new digital system if required. The elderly also use the traditional lines for emergency personal neck alarms. If you use any of these services, please ask and we will check for alternative options before switching your service. Once switched over you can't switch back so its very important to tell us about these before switching.

Phones – Business Telephony

VoIP Limitations

Unlike traditional landline phone systems, our telephony services rely on broadband and electrical power.

In the event of:

- power failure
- internet outage
- local network failure
- third party carrier outage

your phone service, including inbound, outbound and emergency calls, may be unavailable.

You must maintain an alternative means of contacting emergency services at all times.

By using our telephony services, you acknowledge and accept that emergency calling depends on power and internet availability.

Emergency location information may depend on the address details held for the service. The Client is responsible for notifying us of any changes to service location details.

Service Availability and Call Quality

Call quality and availability depend on:

- broadband performance
- local network conditions
- compatible equipment
- third party carrier networks.

We do not guarantee uninterrupted or fault free telephony services and shall not be liable for interruptions caused by circumstances outside our reasonable control.

Number Porting

There may be costs associated with moving existing telephone numbers to us, which will be communicated at the time of ordering.

To retain an existing number, sufficient time must be allowed for migration before cancelling your current service.

If your current provider is cancelled before a port completes, your number may be lost and may not be recoverable.

Before placing any telephony order you must complete any authority documentation we require to enable number porting.

While we will use reasonable efforts to assist with porting, we are not liable for delays, failed ports or number loss caused by inaccurate information supplied by you or by third party providers.

Calling Plans

Calling allowances, bundled minutes and any included destinations will be set out in your service agreement or quotation.

International calls, premium rate services and any non-included destinations are chargeable at the applicable rates.

Charges for all calls made through the service remain the Client's responsibility.

International and premium calling may be barred by default or made available on request.

Telephony Term and Billing

Our phone services are subject to the minimum term stated in the applicable service agreement and continue until terminated in accordance with these terms.

Unless otherwise agreed, 30 days written notice is required to cease telephony services.

Charges are payable within 14 days unless otherwise agreed and are usually collected by Direct Debit.

Failure to make payment may result in suspension or termination of service.

Telephony Equipment

Suitable compatible equipment is required to use the service.

We may supply handsets, routers, adapters or other equipment at additional cost.

Where customer supplied equipment is used, the Client is responsible for ensuring compatibility and we may limit support to equipment supplied by us.

Delivery or configuration charges may apply where applicable.

Calling Policy, Allowances and Fair Usage

Inclusive calling allowances are subject to fair and reasonable use.

The service must not be used for:

- automated traffic generation
- arbitrage or traffic pumping
- fraudulent activity
- unlawful use
- abusive or excessive calling patterns.

Where fair use limits are exceeded, we may:

- charge calls at standard rates
- withdraw inclusive call allowances
- suspend or restrict service where misuse is suspected.

We may amend fair usage thresholds on reasonable notice.

Call Fraud and Credential Security

The Client is responsible for securing:

- extensions
- SIP credentials
- passwords
- handsets
- softphone applications
- any connected telephony devices.

The Client remains liable for charges arising from unauthorised use, compromise or fraudulent calling activity unless caused solely by our negligence.

We may suspend services immediately where fraud or suspicious traffic is suspected.

Call Spend Limits

Where available, call spend limits or call barring controls may be requested.

The Client acknowledges the importance of such controls in reducing unexpected charges.

Where spend limits are not requested or are removed at the Client's request, the Client remains responsible for resulting charges.

Telephony Features

Features such as voicemail, call recording, hunt groups, integrations, mobile applications and softphone services may depend on internet connectivity, third party software and compatible devices.

We do not guarantee continuous availability of all ancillary features.

Call Recording and Compliance

Where call recording features are used, the Client is responsible for ensuring compliance with all applicable laws and regulations relating to privacy, monitoring and data protection.

The Client is responsible for obtaining any notices or consents required.

Suspension

We may suspend telephony services where:

- payment is overdue
- fraud or misuse is suspected
- fair usage policies are breached
- required by law or carrier instruction
- necessary to protect the service or network.

Suspension does not remove payment obligations.

Calling Policy, Allowances & Fair Usage

Our business telephony service includes free calls to UK 01, 02 and 03 numbers, as well as UK mobile networks (FM1, FM3, FM4, FM5 and FM6).

Free calls are subject to a Fair Use Policy (FUP). The combined allowance for calls to UK 01/02 numbers and UK mobile destinations (FM1, FM3, FM4, FM5 and FM6) is 5,000 minutes per calendar month for each extension or licence. Calls to 03 numbers must not exceed 15% of the total minutes used for that extension or licence, and individual call durations must not exceed 60 minutes.

Thanet Telecoms reserves the right to charge for the entire duration of any call exceeding 60 minutes.

Minutes are pooled across the company. For example, with 10 extensions or licences, the combined monthly allowance is 50,000 minutes. The 03 number allowance is calculated individually for each extension or licence.

This service is meant for use by real people, not automated systems or bots. If we believe it's being misused (such as being used to generate artificial traffic, for fraud, illegal activity, terrorism, or arbitrage) we may suspend the service immediately without warning, withdraw this offer, and charge you for all call usage.

If your seat or site goes over the usage limits set in our Fair Use Policy (FUP), we'll let you know and give you the chance to bring your usage back within those limits. If your usage goes over the limits again in the future, the free calls offer will be removed. From then on, all calls from your site will be charged at your standard call rates for whole months until usage is back within the FUP.

We may change or withdraw the inclusive calls offer at any time, but we'll give you 30 days' notice if we do.

Fair usage limits apply per calendar month and are not transferable between months.

Mobile, SIM and Connectivity Services Terms

Scope of Services

We may provide mobile SIM services, voice, data and broadband connectivity using third party network operators and wholesale carriers.

Coverage, availability, speeds and service continuity depend on those providers and cannot be guaranteed.

Services may also be subject to the relevant network operator terms, fair usage policies and applicable regulatory requirements.

Customer Responsibilities

The Client agrees to:

- provide accurate information for provisioning and support
- ensure devices used with supplied SIMs are compatible and unlocked where required
- use services lawfully and in accordance with acceptable use requirements
- remain responsible for all use, charges and activity arising on services provided under the Client account
- promptly notify us of any changes that may affect service provision.

Roaming and International Use

The Client must notify us before any user travels outside the United Kingdom if roaming access or an international bolt on may be required.

Failure to notify us may result in:

- inability to use services abroad
- out of bundle charges
- increased roaming charges.

The Client remains responsible for all international usage charges incurred unless otherwise agreed in writing.

Roaming availability and charges vary by destination and network partner.

Spend Limits and Usage Controls

The Client acknowledges the importance of spend limits and usage controls in preventing unexpected charges.

Where spend limits or caps are available:

- the Client is responsible for requesting them
- the Client must notify us if limits need adjustment
- charges incurred beyond allowances remain payable by the Client.

Usage limits may not operate in real time and may not prevent all excess charges.

Out of Bundle and Additional Charges

Charges may apply for usage outside inclusive allowances including:

- additional data usage
- international calls
- roaming usage
- premium rate or special service numbers
- chargeable third party services.

The Client remains responsible for all such charges.

Premium and Chargeable Service Barring

Barring of premium rate, international or chargeable services may be available upon request.

Unless specifically requested and confirmed, such barring may not be applied by default, and the Client remains responsible for resulting charges.

Fair Use and Acceptable Use

Services are subject to fair and reasonable use.

The Client must not use services:

- unlawfully or fraudulently
- for spam or abusive traffic
- in a way which breaches carrier fair use policies
- in a manner likely to damage, impair or misuse network services.

We may suspend or restrict services where misuse is suspected.

Lost, Stolen or Unauthorised Use

The Client must notify us immediately if a SIM or device is lost, stolen or compromised.

The Client remains responsible for charges incurred until suspension is requested and actioned.

Replacement SIMs may incur charges.

Fraud and SIM Security

The Client is responsible for safeguarding SIMs, devices and credentials.

Charges arising from fraudulent use, SIM cloning, compromised devices or misuse by users remain the Client's responsibility unless caused solely by our negligence.

We may suspend services where fraud is suspected.

Number Porting and Number Retention

Where numbers are ported:

- the Client must provide accurate transfer information
- porting dates are estimates only
- we are not liable for delays caused by third parties.

Where reasonably possible we will assist with number retention on termination but cannot guarantee retention where outside our control or where supplier rules prevent it.

Network Availability

Coverage, performance, speeds and uptime depend on third party network infrastructure and may be affected by matters outside our control.

We do not guarantee uninterrupted or fault free service.

Billing Records

Carrier, supplier and usage records shall, in the absence of manifest error, be treated as conclusive evidence of usage and charges.

Pricing and Price Changes

Charges may change where:

- supplier or wholesale costs increase
- taxation or regulation changes
- inflationary adjustments apply
- carrier imposed increases arise.

We will provide reasonable notice of any material price increase.

Where services are provided on a fixed term basis, any permitted annual price increase, including inflation linked increases where applicable, may apply during the minimum term.

If a price increase gives rise to a statutory or regulatory right to exit without penalty, such rights shall apply.

Billing and Payment

Recurring service charges are payable in advance unless stated otherwise.

Usage based charges may be billed in arrears.

Failure to pay may result in suspension or termination.

Minimum Terms, Termination and Cease Charges

Where a minimum term applies, termination before expiry may result in:

- remaining committed recurring charges becoming due
- any applicable supplier imposed early termination charges.

A **Cease Administration Charge of £30 plus VAT per line** applies whenever a mobile line or SIM is cancelled or ceased, irrespective of contract term or termination date.

This charge applies per line terminated and is payable in addition to any outstanding usage charges, recurring charges or supplier imposed charges.

This charge reflects administrative and supplier processing costs associated with termination.

Suspension

We may suspend services where:

- payment is overdue
- fraud or misuse is suspected
- required by law or a network operator
- necessary to protect services or the network.

Suspension does not remove payment obligations.

Credit Limits and Deposits

We may impose credit limits, request deposits or require advance payment where reasonably necessary.

We may vary such limits where usage or payment risk changes.

Broadband Provisioning and Third-Party Delays

For broadband services:

- installation dates are estimates only
- provisioning may depend on third parties
- delays outside our control do not constitute breach by us.

Carrier imposed abortive visit or missed appointment charges may be passed through to the Client.

Auto Renewal

Where a service renews automatically, renewal terms and notice requirements shall be communicated to the Client in advance in accordance with applicable law and regulatory requirements.

Account Administrator Authority

Where the Client appoints an authorised contact, we may rely on instructions from that person regarding:

- SIM changes
- additions and removals
- spend limits
- porting
- cancellations
- service changes.

Such instructions shall be treated as binding instructions of the Client.

Complaints and Service Issues

Complaints or service concerns should be raised through our standard complaints procedure.

Where required by applicable regulation, unresolved complaints may be eligible for escalation through an approved alternative dispute resolution scheme.

Switching and Regulatory Rights

Where applicable, the Client may have rights relating to switching, contract information, end of contract notifications and other protections under applicable law and regulatory rules.

Nothing in these terms limits any rights the Client may have under applicable law.

General Legal and Regulatory Terms

Limitation of Liability

Our total liability for any claim arising under this agreement shall not exceed the total charges paid by you for the affected service in the 12 months preceding the claim. We shall not be liable for indirect or consequential losses including loss of profit, revenue, data, or business interruption.

Nothing in this Agreement excludes liability for:

- death or personal injury caused by negligence
- fraud or fraudulent misrepresentation
- any liability which cannot lawfully be excluded.

The liability cap applies to any single claim or series of connected claims.

Data Protection

We process personal data only as necessary to provide services.

Emergency address information is stored and shared with relevant authorities as required.

Events Outside Our Control (Force Majeure)

We will make reasonable efforts to provide our services in accordance with agreed timescales and service levels. However, we will not be liable for any delay, failure, or interruption to services caused by circumstances outside our reasonable control.

This includes, but is not limited to, outages or faults affecting third party networks or suppliers, delays or failures by Openreach or other network operators, power failures, acts of government or regulatory bodies, industrial action, extreme weather, fire, flood, or any other events which we could not reasonably foresee or prevent.

Where such events occur, we will use reasonable endeavours to minimise disruption and keep you informed, but installation dates, repair times, and service availability should be treated as estimates rather than guarantees.

Entire Agreement

These terms together with any quotation, order form or service schedule constitute the entire agreement between the parties and supersede prior discussions or representations.