

## Fair Price Promise Terms and Conditions

If there's any problem with speed and you're not getting the speeds we've told you your line is capable of, we'll do our best to resolve the issue. If you're not completely satisfied after 30 days of reporting your problem, you can walk away, no questions asked. This promise applies for the duration of your contract with The Phone Co-op.

This guarantee only applies if the issue is due to problems with the broadband service we provide. It does not apply to problems with the copper line supplying your home, or with your Wi-Fi connection from the router to your device (for example if you get good speed in one room and poor speed in another, it is likely to be down to the router signal, not the broadband speed).

The guarantee applies if you are not getting the minimum specified broadband speed in your order details. It does not apply to the advertised average or 'up to' speeds. You must use our speed checker at <https://www.speedtest.net/> so we can view the speed you are achieving and confirm whether you are achieving the minimum specified speed or not.

Also please note the following:

If you cancel a planned engineer visit, we may extend the deadline by a reasonable period so that we have time to work together and resolve the problem.

If you can't attempt to diagnose or resolve the problem when you report it to us, for example if you are away from home or the affected premises when you report the problem, we may extend the deadline by a reasonable period.

If you repeatedly miss planned engineer appointments or fail to take reasonable steps as requested by us – meaning that we can't help to diagnose or solve the problem – the guarantee will no longer apply, and you will be charged for your broadband as originally agreed and a missed appointment charge will be added to your bill. You will be told when this has happened and we will clearly explain why.

There may be other exceptional circumstances beyond our control – for example, a missed or delayed Openreach appointment, the need to obtain street works permissions or severe weather which causes multiple faults across parts of the UK – which make us technically unable to resolve the speed problem. In this instance, we may ask you for more time to see if we can fix the issue.