



TESCO
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broadband

Terms and Conditions
& Important Information

Tesco Broadband Service Terms & Conditions

These Terms & Conditions set out the terms under which Tesco Stores Limited, trading as Tesco Telecoms (“Tesco”), makes its broadband service (“Tesco Broadband”) available. References to “we”, “us” and “our” are to Tesco and we refer to you as “you” and “your”.

The Tesco Broadband website found at www.tescobroadband.com (“Tesco Broadband Website”) is also subject to General Terms & Conditions; for these please see www.tesco.com/termsandconditions/termsconditionsGeneral.htm.

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Terms and Conditions

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Introduction

Tesco Broadband is the name given to our broadband service, which comes with telephone line rental and telephone calls included.

The Tesco Broadband Service Terms & Conditions in this document (“Terms & Conditions”) apply to new and existing Tesco Broadband customers and are effective from 01/02/10.

Although you may have read some information about Tesco Broadband or received certain information over the telephone, you should read these Terms & Conditions carefully because they contain important information about your legal rights and obligations. By subscribing to Tesco Broadband you are agreeing to these Terms & Conditions.

In these Terms & Conditions some words begin with capital letters because they are definitions. See paragraph 27 for a list of these words and which paragraphs to go to in the Terms & Conditions to look up their meaning.

1. WHAT IS TESCO BROADBAND?

Broadband is described on the Tesco Broadband Website at www.tescobroadband.com.

2. REQUIREMENTS FOR TESCO BROADBAND

2.1 To register for Tesco Broadband you need to:

- (a) be over 18 years of age;

(b) be a UK resident;

(c) have a compatible, operational line including, but not limited to, a BT line (“Line”);

(d) have a computer that meets the minimum specification required (see www.tescobroadband.com for details) (“Computer”);

(e) have a UK bank account, so that we can set up your direct debit and for credit checking purposes.

2.2 Moving your broadband and telephone line rental to Tesco Broadband means that any discounts you had with previous providers will stop.

2.3 Tesco Broadband may not be available to a small number of customers in unusual circumstances, for example because you cannot transfer your telephone line from your current operator, you do not live in an area with broadband access or it would be very expensive for us to make your telephone line compatible with our technology, you fail a credit check or you subscribe to BT “Redcare” (which are security services provided by BT).

3. YOUR CONTRACT WITH US

3.1 The form completed by you, or on your instructions, to register for Tesco Broadband (“Order Form”) is an application to become a Tesco Broadband customer. We will confirm that we have received your application by sending you a confirmation email (“Confirmation Email”) which will contain a link to these Terms and Conditions. We will indicate acceptance of your application by sending you a further email about two to three days later (“Go-Live Email”) letting you know the date on which we will start providing you with Tesco Broadband (“Go-Live Date”). Until we email you your Go-Live Date, there is no contract between us to provide you with Tesco Broadband.

3.2 Our contract with you is made up of:

(a) these Terms & Conditions;

(b) your Order Form;

(c) the latest list of our charges for Tesco Broadband (“Price List”) as set out at www.tescobroadband.com; and

(d) the latest Privacy Policy, as set out at www.tescobroadband.com, which describes how we collect and use information about you and your use of Tesco Broadband (“Contract”).

3.3 Your Contract with us will begin on the date of the Go-Live Email and will continue for a minimum period which ends 18 months after the Go-Live Date.

3.4 Some special offers could require you to commit for longer than 18 months from the Go-Live Date and some individual features are also subject to minimum periods. For more information on these, see www.tescobroadband.com.

3.5 You can find information about ending your Contract at paragraph 6 (changing your mind before the Go-Live Date) and paragraph 23 (terminating after the Go-Live Date).

4. CREDIT REFERENCE AGENCIES

4.1 We may search your record at credit reference agencies who will supply us with credit information, as well as information from the Electoral Register. We may also add to your record with the credit reference agency details of your contract with us, the payments you make under it and any default or failure to keep to its terms.

4.2 The credit reference agency will record details of the search whether or not your application proceeds. We may use credit scoring or other automated decision-making systems when assessing your application and to verify your identity. Credit searches and other information which is provided to us and/or the credit reference agencies, about you and those with whom you are linked financially may be used by us and other companies if credit decisions are made about you, or other members of your household. This information may also be used for debt tracing and the prevention of money laundering as well as the management of your account.

4.3 Information held about you by the credit reference agencies may already be linked to records relating to one or more of your partners and you may be treated as financially linked which means your application will be assessed with reference to any associated records.

4.4 If you want to receive details of credit reference agencies we use, please call Customer Services.

5. FRAUD PREVENTION AGENCIES

5.1 If false or inaccurate information is provided and fraud is identified or suspected, we may pass information that you have provided us with to fraud prevention agencies.

5.2 Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when checking applications for, and managing, credit and credit related or other facilities, recovering debt, checking insurance proposals and claims and checking details of job applicants and employees. We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

5.3 If you want to receive details of fraud prevention agencies we use, please call Customer Services.

6. 'COOLING-OFF' PERIOD – YOUR RIGHT TO CHANGE YOUR MIND

6.1 Your Go-Live Date will normally be a date about ten working days after your Go-Live Email, although in some circumstances your Go-Live Date may be sooner. At any time up until mid-day on the working day before the Go-Live Date you can tell us that you do not want Tesco Broadband by calling, emailing or writing to Customer Services and you will not incur any charges. (If you write to us we need to receive your letter by mid-day on the working day before the Go-Live Date.) After that, because we will have activated your set-up on, or transfer to, Tesco Broadband, your right to change your mind under paragraph 6 ends but you can still terminate your Contract under paragraph 23.

6.2 We will provide you with a wireless router together with cables and associated equipment (“Router”) to use with Tesco Broadband. Please see www.tescobroadband.com to find out if there is any charge for the Router.

6.3 You may return the Router up to seven working days after the Go-Live Date (in its original and undamaged packaging with all of its components). If you return the Router to us you will need to supply your own modem for use with Tesco Broadband. For further terms and conditions relating to the Router, please see paragraph 16.

7. HOW WE PROVIDE TESCO BROADBAND TO YOU

7.1 Tesco Broadband is provided to you over your Line on our behalf by other network operators (“Network Operators”). We will transfer your existing telephone number for use with Tesco Broadband unless there are technical or legal reasons why we are unable to do so. For further information about your telephone number, see paragraph 17.

7.2 We use our reasonable endeavours to make Tesco Broadband available to you on the Go-Live Date, but sometimes there may be delays (either caused by us or Network Operators). If we cannot do so, we will keep you informed.

7.3 On the Go-Live Date (or the date on which we first make Tesco Broadband available to you) your Line may not work for several hours. This means that you will not be able to make telephone calls or use the Internet.

7.4 When we provide you with Tesco Broadband, we will use the reasonable skill and care of a competent service provider, but we cannot guarantee that Tesco Broadband will always be fault-free. Some things will be out of our control, for example:

- (a) Tesco Broadband is dependent on Network Operators and their services can be affected by things that we cannot control.
- (b) You will sometimes experience unavailability of Tesco Broadband because of technology faults, including those caused by your use of incompatible equipment, faults with your Line or heavy Internet traffic in general.
- (c) Broadband speeds are estimates only and the actual speed of Broadband will

vary depending on the number of other people using the line to your exchange, the distance of your house or flat to the exchange and the nature of the content those people are uploading/downloading.

7.5 In order that we may provide you with the best service possible, your access to Tesco Broadband may occasionally be restricted to allow for repairs, maintenance or the introduction of new facilities or services. Wherever reasonably possible, we will carry out any such activities during non-peak hours and will notify you in advance. We will attempt to restore Tesco Broadband as soon as we reasonably can.

7.6 In addition, we may manage traffic on Tesco Broadband to make sure that you and our other customers get the best service possible. Sometimes we may block access to certain websites, for example those on the Internet Watch Foundation list (see www.iwf.org.uk).

8. YOUR USE OF TESCO BROADBAND

8.1 You promise us that the information you provided for the Order Form is correct.

8.2 You promise us that your use of Tesco Broadband will be in accordance with your Contract with us, including our policies which describes the standards of conduct required by you when you use Tesco Broadband, as set out in paragraph 9 (“Acceptable Use Policy”) and paragraph 10 (“Fair Use Policy”).

8.3 You promise us that you will keep confidential all passwords you have nominated in connection with your account. We cannot disclose information about your account to anyone until we are satisfied as to their identity, and they have correctly quoted the password to us.

8.4 Whilst we provide Tesco Broadband to you, you authorise us to act on your behalf in all dealings with BT or any Network Operator (as applicable) in connection with Tesco Broadband.

9. ACCEPTABLE USE POLICY

9.1 You must not, nor allow anyone else to, give, lend, rent, sell or otherwise

distribute any content, materials or software accessed via Tesco Broadband unless you have permission of the owner because this may be illegal. In particular, you must not upload content, materials or software belonging to someone else to a network or file-sharing service. (We believe everyone deserves to get paid for their work and we are proud to support the world’s community of artists, musicians, writers, programmers and producers, including by offering a legal digital entertainment service at www.tescoentertainment.com.)

9.2 In addition, you must not, nor allow anyone else to, use Tesco Broadband (whether connected to a telephone or a computer):

- (a) for any unlawful purpose (for example, obscenity);
- (b) to communicate advertising or promotional material which the recipients have not requested (for example, spam or adware);
- (c) to make a communication which is, or is intended to be, malicious, fraudulent or hoax (including to the emergency services);
- (d) to breach the rights of any third party (for example, copyright infringement or defamation);
- (e) in any way which may damage or affect the operation or quality of Tesco Broadband, the Internet or any other telecommunications system.

9.3 If any third party or any authority suspects you are in breach of this Acceptable Use Policy and asks us to co-operate with them we may do so, including by suspending/cancelling your use of Tesco Broadband, telling them who you are and providing them with information such as details of your usage of Tesco Broadband. They could take legal action against you for your misuse of Tesco Broadband and/or you could be prosecuted for a criminal offence. For further details on how we may disclose your personal information, please see our Privacy Policy at www.tescobroadband.com.

9.4 If you do not comply with any provision of this paragraph 9, you will compensate us for all liabilities, claims, damages, losses and costs (including legal costs) which we may suffer as a result.

10. FAIR USE POLICY

10.1 So that we can provide Tesco Broadband fairly for all our customers, please comply with our Fair Use Policy set out in this paragraph 10. Although your use of Tesco Broadband is unlimited, we may impose an upper limit of the amount that you can use your broadband without further charge. Any such limit will be clearly set out at www.tescobroadband.com or in the Tesco Broadband marketing materials.

10.2 We will only impose a limit on the use of Tesco Broadband to prevent unusual use and abuse. You must not use Tesco Broadband to an extent which we reasonably believe excessively or continually exceeds any upper limit which we impose.

10.3 We reserve the right to monitor your usage of Tesco Broadband and, if we reasonably determine that your use is abusive or in breach of this Fair Use Policy, we may do any or all of the following:

- (a) ask you to moderate your use;
- (b) impose further charges in respect of your atypical or abusive use calculated per megabyte as set out on www.tescobroadband.com; or
- (c) transfer you to a tariff which does not include unlimited use.

Where we suspect abuse or breach of this Fair Use Policy, we will try to contact you before taking action in accordance with this paragraph 10.3.

10.4 In the case of severe abuse, as reasonably determined by us, we reserve the right to suspend or terminate your use of Tesco Broadband. We will again try to contact you before doing so.

11. HOW WE CALCULATE OUR CHARGES

11.1 Our charges to you for using Tesco Broadband will depend on the bundle of options chosen by you and minimum charges may apply. See www.tescobroadband.com for more information.

11.2 Charges include an unlimited call allowance as per your chosen call package. See www.tescobroadband.com for more information.

11.3 Unless otherwise stated, call prices for calls outside the unlimited call allowance are quoted by the minute and are charged in one second increments. Each call is charged excluding VAT and then rounded up to the nearest penny. VAT is then added where applicable to the total of all charges on your bill. These calls will be subject to any credit limit; please see paragraph 14 for further details.

11.4 Call rates vary according to the time of day and are billed according to the time the call begins.

11.5 Charges for calls will be calculated using the usage data we have recorded about you on our systems.

11.6 You may be charged more to receive certain premium services (e.g. phone voting). We will not notify you of call charges for premium services operated by third parties. See www.tescobroadband.com for more information.

11.7 Electronic itemised bills are provided free of charge and all calls will be itemised.

11.8 You will be responsible for all charges incurred by use of your Tesco Broadband whether incurred by you or anyone else using your Tesco Broadband (with or without your knowledge).

12. CLUBCARD

12.1 This paragraph is in addition to the terms and conditions of Tesco Clubcard.

12.2 To be awarded Clubcard points applicable to Tesco Broadband you need to have a valid Tesco Clubcard or a Tesco e-Clubcard number that you must enter when requested.

12.3 After you have paid your bill it may take up to three weeks for your Clubcard points to reach your Clubcard account. You will then see the points on your Clubcard statement and on your till receipts.

12.4 Please note that Clubcard Vouchers or eVouchers & bonus coupons received

with the quarterly Clubcard mailing, by email or online, or handed out in store, and product or discount coupons issued by manufacturers or promoters cannot be used for Tesco Broadband.

13. PAYING YOUR BILL

13.1 You must pay your monthly bill by direct debit and by the due date stated on the bill ("Payment Date"). In this context "monthly" relates to calls recorded by us within your monthly billing period, which may not equate to a calendar month.

13.2 If we do not receive payment by the Payment Date, we will send you a letter on the next working day stating that if you do not pay within seven days of the Payment Date we will begin our debt recovery process.

13.3 We will use reasonable endeavours to make sure that if you incur any charges other than the monthly fee that these will be included on your monthly bill following the month in which the charges were incurred but sometimes charges may appear on a later bill.

14. CREDIT LIMITS

We may impose a maximum credit limit on your account which will be reached if your chargeable calls are equal to £250 in any one month. We may also monitor your call usage via your account for the purpose of imposing your credit maximum limit, controlling our credit risk and your exposure to fraudulent usage (see paragraphs 4 and 5 for further details).

15. SPECIAL MEASURES

If you have difficulties accessing or reading your bills, your Contract, directory information, directory enquiries or anything else related to your use of Tesco Broadband, we will use our reasonable endeavours to help you. For information about what we can do to help you if you are disabled, please contact Customer Services or go to www.tescobroadband.com.

16. ROUTER

16.1 If the Router has a fault please contact Customer Services so that you can explain the problem and we can deal with the fault as appropriate, for example, by arranging for another Router to be sent to you. If a fault is caused by accident, misuse or negligence we may charge you for a replacement Router. We will notify you of any charges in advance.

16.2 You must take reasonable care of the Router as it remains our property at all times. If you or we cancel your Tesco Broadband we will ask you to return the Router to us in good working order.

17. YOUR PHONE NUMBER AND LINE

17.1 We will try to let you keep your phone number for as long as you are with Tesco Broadband but there may be technical or legal reasons why this is not possible. For example, in certain circumstances you will not be able to keep your phone number if you move house (see paragraph 18.3 for further details). If we need to change your phone number we will let you know in advance.

17.2 If you want to be included in the national directory and directory enquiry services then please ask to be included when you sign up to Tesco Broadband or call Customer Services. We will request to add your details on the next publication of the directory.

17.3 If you would like to change your telephone number we will try to do this wherever possible but there may be technical or legal restrictions why this is not possible. There may be a charge for changing your number. If there is, we will let you know before you change.

17.4 If you would like us to provide Tesco Broadband via a new telephone line installed at your house, please apply for a new contract with us. If you no longer wish to use the other telephone line, you must terminate your original contract and, if you are within your minimum contract period, you will need to pay an early termination charge (see paragraph 23 for further details).

18. MOVING HOUSE

18.1 If you are moving house then please call Customer Services with your new address and we will try to provide Tesco Broadband at your new address. Where this is possible, we will charge you a reasonable sum for disconnecting Tesco Broadband at your current address and reconnecting it at your new address (please see www.tescobroadband.com for details of the charges).

18.2 If you are within your minimum contract period then this minimum period will continue at your new address. If Tesco Broadband is not available at your new address or you do not wish to continue to use Tesco Broadband at your new address then you must terminate your contract and you will need to pay an early termination charge (see paragraph 23 for further details).

18.3 We will try to let you keep your phone number when you move house but this may not always be possible because phone numbers are associated with geographical areas so, if you move outside your current area, you may not be able to keep your number.

19. SUSPENDING YOUR ACCESS TO TESCO BROADBAND

19.1 We may suspend your access to Tesco Broadband (or any part of it) immediately if:

(a) we need to carry out repairs, maintenance or change any aspects of Tesco Broadband (and we will try to restore Tesco Broadband as soon as we can);

(b) we are told to do so by the Government, the emergency services or any other authority;

(c) to protect you under paragraph 19.3;

(d) if you fail to pay any bill promptly after we have reminded you or you exceed any credit limit;

(e) we reasonably believe there has been, or is about to be, a breach of the Acceptable Use Policy or Fair Use Policy; or

(f) an agreement between us and a Network Operator ends and we cannot provide Tesco Broadband.

19.2 In certain circumstances, for example under paragraph 19.1(d) or 19.1(e), you will still incur charges while Tesco Broadband is suspended. We will notify you if this is the case.

19.3 Sometimes, it may appear to us that there is an unusual use of Tesco Broadband (for example, the type of upload/download traffic is out of character with your general usage or the volume or destination of calls changes significantly). If this does happen we may suspend Tesco Broadband to prevent you from breaching the Acceptable Use Policy or incurring excessive or unwanted charges. We will only ever suspend Tesco Broadband like this in exceptional circumstances and will try to contact you beforehand (but this may not be possible).

19.4 Except set out in paragraph 19.5, you will still be able to use your telephone line to call operator assistance services, directory enquires services and emergency services, even when your use of Tesco Broadband is otherwise suspended (unless you have requested that we block any services).

19.5 We may decide not to give you access to operator assistance services and/or directory enquiry services while we are carrying out our debt recovery process.

19.6 We may withdraw the phone number provided to you for regulatory reasons.

20. OUR RESPONSIBILITY TO YOU

20.1 Nothing in this paragraph 20 shall limit or affect our liability resulting from any products provided being found to be unsafe or if something we do negligently causes death or personal injury.

20.2 Subject to paragraphs 20.1 and 20.3, if we are in breach of our Contract with you, we will only be responsible for any losses that you suffer as a result to the extent that they are a foreseeable consequence to both of us at the time you submit your Order Form up to a £5,000 limit.

20.3 Subject to paragraphs 20.1, we shall not be responsible for any damage or loss suffered or incurred as a result of:

(a) any use by you, or through your account, of Tesco Broadband in breach of this Contract;

(b) any alterations to Tesco Broadband or Routers by any persons other than Tesco's authorised Network Operators;

(c) any fault in (or failure of) any antivirus software or other security features or any failure by you to download such software properly (unless caused by our negligence);

(d) any reasonable measures we have taken to prevent spam from entering or remaining within our systems which may, as a consequence, delete or block access to email which is not spam; or

(e) use of any equipment with Tesco Broadband which does not carry a CE mark, is not compatible with Tesco Broadband or which is not connected or used in accordance with the manufacturer's instructions.

20.4 Tesco Broadband is a residential service for non-commercial use only and our liability shall not in any event include business losses such as lost data, lost profits or business interruption.

20.5 Nothing in your Contract with us affects your statutory rights (which include, for example, that we will provide Tesco Broadband to a reasonable standard and within a reasonable time, and that any equipment we provide as part of Tesco Broadband will comply with its description and be fit for its purpose). For more information on your statutory rights you can contact your local Citizens Advice Bureau or Trading Standards Office.

21. YOUR RESPONSIBILITY TO US

21.1 You will have to pay any call-out or other charges you incur (whether from us, BT or any other Network Operator). You must also follow any instructions given to you about Tesco Broadband or any equipment, including taking reasonable care of the equipment. You must also behave in a polite manner towards any BT or any other Network Operator staff attending your home.

21.2 Tesco Broadband is a residential service that is made available to you only for personal use and not for commercial purposes. If you do use Tesco Broadband for commercial purposes in breach of your Contract with us, you will compensate us for all liabilities, claims, damages, losses and costs (including legal costs) which we may suffer because someone (other than you) makes or threatens a claim against us because Tesco Broadband is faulty or cannot be used by them.

22. CHANGES TO TESCO BROADBAND AND YOUR CONTRACT

22.1 Tesco Broadband will evolve over time as we change, replace or remove parts of our service. We may also have to change Tesco Broadband (including pricing) for legal or regulatory reasons.

22.2 Accordingly, we may update your Contract from time to time and any changes will be notified to you via a suitable announcement on the Tesco Broadband Site.

22.3 If you continue to use Tesco Broadband after the date on which the change comes into effect, your use indicates that you agree to the changed Contract. If you do not wish to accept the changed Contract you can end your Contract under paragraph 23.

22.4 If we decide to stop providing Tesco Broadband or we consider the change to be an important one, we will provide you with at least one month's notice of our intention to change your Contract by email or on your bill, together with details of the proposed change. If you reasonably believe that you will be materially disadvantaged by the change, you may terminate the Contract without incurring any additional Charges or move to another package within one week of the change.

23. YOUR RIGHT TO CANCEL OUR CONTRACT WITH YOU

23.1 You can cancel your Contract at any time by calling us. If you cancel before the end of your minimum period you will have to pay a cancellation charge (you can call Customer Services if you are not sure when your minimum period ends). Your cancellation charge will be based on the number of remaining monthly charges on your Tesco Broadband account minus the costs which we will no longer incur in providing the service. For further details, please see www.tescobroadband.com.

23.2 If you end your Contract with us your use of Tesco Broadband will end either when you move to a new service provider or, if you are not moving to another service provider, usually within five days of your request to end your Contract. If it is going to take more than five days, for example, if there is a technical or engineering problem, we will notify you of the delay. Both of us must continue complying with this Contract (in particular, payment of Charges) until we stop providing Tesco Broadband to you.

23.3 The end of this Contract, for whatever reason, shall not affect either of our rights or liabilities.

24. OUR RIGHT TO CANCEL YOUR CONTRACT WITH US

24.1 If there is any reason why Tesco Broadband is not available to you (as set out in paragraph 2.3) we will normally discover this before accepting your application through the information that you provide us. However, if we discover that Tesco Broadband is not available to you after accepting your application we may end our Contract with you before the Go-Live Date. In such circumstances, we will refund to you any charges that you have already paid to us in relation to Tesco Broadband.

24.2 We may end our Contract with you at any time by writing to you and giving you 30 days' notice. We may also end our Contract with you immediately if:

(a) you do not pay a bill on time;

(b) you break an important term of your Contract with us (for example, you breach any part of the Acceptable Use Policy in paragraph 9);

(c) you break any other term of your Contract with us and do not put it right within 7 days of us asking you to;

(d) you fail any credit or fraud prevention check or where we reasonably suspect fraud or money laundering by you or someone using your Tesco Broadband;

(e) you give us information about yourself which we reasonably believe to be false or misleading;

(f) you are the subject of bankruptcy or insolvency proceedings, or if you do not make a payment under a judgment of a Court on time, or you make an arrangement with your creditors or a receiver or administrator is appointed over any of your assets, or you go into liquidation; or

(g) we are no longer able to provide Tesco Broadband (or any material part of it) to you despite making all reasonable efforts to do so.

25. GENERAL

25.1 You may not transfer any of your rights under your Contract with us to any other person. We may transfer our rights under our Contract with you to another business where we reasonably believe your rights will not be affected.

25.2 If you breach your Contract and we choose to ignore this, we will still be entitled to use our rights and remedies at a later date or in any other situation where you breach this Contract.

25.3 We shall not be responsible for any breach of this Contract caused by circumstances beyond our reasonable control.

25.4 Except as expressly set out in these Terms & Conditions, all use of your personal information will be made in accordance with our Privacy Policy.

25.5 When ordering from the Tesco Broadband Site we accept orders only from Web browsers that permit communication through Secure Socket Layer (SSL) technology. This means you cannot inadvertently place an order through an unsecured connection.

25.6 Our Contract with you is subject to English law. We will try to solve any disagreements quickly and efficiently. If you are not happy with the way we deal with any disagreement and you want to take court proceedings, you must do so in England, Scotland, Wales or Northern Ireland.

26. CUSTOMER SERVICES

26.1 If you have any queries, please contact us by emailing support@tescobroadband.com or call us on 0844 556 3550 (lines open 7am to 11pm 365 days for technical support and 8am to 10pm 365 days for general enquiries).

26.2 The Tesco Broadband Website is owned and operated by Tesco Stores Limited, a company registered in England whose registered office is at:

Tesco House, Delamare Road,
Cheshunt, Hertfordshire EN8 9SL

Company Registration No. 519500
VAT No. GB220 4302 31
Last Updated: 12/02/10

27. DEFINITIONS

Each word or phrase set out in italics below is defined in the paragraph above stated next to it.

Acceptable Use Policy: paragraph 8.2

Computer: paragraph 2.1(d)

Confirmation Email: paragraph 3.1

Contract: paragraph 3.2

Fair Use Policy: paragraph 8.2

Go-Live Date: paragraph 3.1

Go-Live Email: paragraph 3.1

Line: paragraph 2.1(c)

Network Operators: paragraph 7.1

Order Form: paragraph 3.1

Payment Date: paragraph 13.1

Price List: paragraph 3.2(c)

Router: paragraph 6.2

Terms & Conditions: Introduction

Related Guides:

General Terms & Conditions

Price List

Privacy Policy

All of the above can be found at www.tescobroadband.com.

28. A SUMMARY OF OUR PACKAGE & CALLCHARGES

		Tesco Broadband with inclusive evening and weekend calls	Tesco Broadband with inclusive anytime calls
Monthly package charge		£8	£12
Monthly line rental - with online billing		£11	£11
Total per month - with online billing		£19	£23
Monthly line rental - with paper billing		£12.25	£12.25
Total per month - with paper billing		£20.25	£24.25
Local / National Calls (01/02/03). Up to 60 Minutes inclusive, calls thereafter specified in table.	Daytime (6am-6pm)	4.5p per minute	Inclusive (4.5p per min after 60 mins)
	Evening (6pm-6am)	Inclusive (2p per min after 60 mins)	Inclusive (2p per min after 60 mins)
	Weekend (midnight Fri - midnight Sun)	Inclusive (2p per min after 60 mins)	Inclusive (2p per min after 60 mins)
Mobile calls	Daytime (6am-6pm)	12p per minute	12p per minute
	Evening (6pm-6am)	7p per minute	7p per minute
0845	Daytime (6am-6pm)	4.5p per minute	4.5p per minute
	Evening (6pm-6am)	2p per minute	2p per minute
0870	Daytime (6am-6pm)	6.5p per minute	6.5p per minute
	Evening (6pm-6am)	6.5p per minute	6.5p per minute
	Weekend (midnight Fri - midnight Sun)	6.5p per minute	6.5p per minute

Call connection is 9.05p per call for chargeable calls to 01, 02, 03, UK mobiles, 0845 & 0870 numbers. Call connection charges for all other calls vary from 5.9p to 300p. All prices are inclusive of 17.5% VAT. Charges correct as of 01/02/10, for latest charges and a full price list see www.tescobroadband.com.

Calls to our Customer Care team on 0844 556 3550 are at no charge during your inclusive calls period. See price list at www.tescobroadband.com for charges outside these times.

Number range	Prices in pence per minute
080	Free
0845	Range from 2p – 4.5p
0844	Range from 0p – 6.5p
0871	Range from 0p – 11.5p
0870	Range from 2p – 6.5p
090	Range from 0p – 130p
091	Range from 0p – 130p
070	Range from 2p – 48p

29. CODES OF PRACTICE

For a free copy of Tesco Broadband Codes of Practice for sales & marketing of Tesco Broadband and numbering Code of Practice, please go to www.tescobroadband.com or call 0844 556 3550.

