

Notes for completing the B4SH contract

The supporting notes below link with the small number in the contract. For example, ¹ points to “Service User (Customer) and Landlord details”

- 1) **Service User (Customer) and Landlord details** - Please fill in the left column with your details. Only complete the right column if there is a payment split between a tenant and a landlord.
- 2) **Email address** - Please use an email address that will not be changed when you connect to the B4SH service, (bear in mind your old email address may cease when you change Internet Service Provider, eg j.bloggs@service-provider.com). You will receive service-related emails such as network maintenance and fault reports to this address. You will also be signed up to our newsletter, which you can unsubscribe from at any time via the link at the bottom of the email.
- 3) **Payment by BACS**
 - a) Our bank details: Account name: Broadband for Surrey Hills Ltd. Bank: Handelsbanken, Sort code: 40-51-62, Account no: 18244922
 - b) Reference: Please use your surname and UID (please contact the office)
- 4) **Direct debit** (Connection Fee and monthly service fee) - We use a third party called GoCardless Ltd to process our direct debits. GoCardless Ltd (<https://gocardless.com/>) is regulated by the Financial Conduct Authority as an Authorised Payment Institution and these transactions are fully covered by the Direct Debit Guarantee. **We will email you a link to set this up.** If the Direct Debit has not been set up within seven days of receiving the welcome email and connection, B4SH will contact you to see what the problem is. If it cannot be resolved, we reserve the right to terminate the service.
- 5) **VAT registration** - Our VAT number is: 289 5582 37

Contract details you have signed (for your records)

Here are the main points of the contract which you signed to confirm that you have entered into a contract with Broadband for Surrey Hills Ltd and accept our Terms and Conditions:

1. All equipment remains the property of Broadband for Surrey Hills Ltd.
2. Monthly service payment to be made by Direct Debit.
3. Your usage is to be in line with the B4SH **Acceptable Use Policy** and **Terms and Conditions** detailed on the [Documents Page](#).
4. The minimum period of contract is one month unless you are claiming a Gigabit Voucher. With a Gigabit Voucher the minimum term is 12 months (minimum term set by Government Gigabit Voucher Scheme).
5. There is no early exit penalty.
6. After 12 months the contract will automatically renew for a one-month period on a monthly basis, unless notified as per point 7 and 8 below.
7. Your contract can be terminated by giving B4SH one month’s notice in writing.
8. B4SH can terminate your contract by giving you one month’s notice in writing.
9. B4SH reserves the right to terminate the service under our standard Terms and Conditions.
10. Minimum term contract starts when service goes live. See point 4.

I/we accept the Terms and Conditions under which the B4SH Fibre Optic Broadband Service is provided to me/us and I/we agree to pay the monthly service fee as indicated. Full details and costs can be found on the B4SH website. I/we agree to accept future communications from B4SH by email. (You can unsubscribe from our newsletter anytime via the link at the bottom of the email).

**CONTRACT for
Broadband for Surrey Hills
Ltd (B4SH) Fibre Optic
Broadband Service**



Registered office: Ground Floor South Suite, Afon House,
Worthing Road, Horsham, W. Sussex, RH12 1TL
Phone: 01483 347437 Email: enquiries@b4sh.org.uk
Registration No 7656 VAT No 289 5582 37

www.gigupanddown.net

I/we have read and agree with B4SH's Privacy Notice. (see <https://gigupanddown.net/documents/>)

Summary of Charges Applicable

(Full list with description of charges available at www.gigupanddown.net/our-services)

Note – The current rate of VAT is 20%. If the rate changes, the VAT element of our charges will also change.

Category	Initial Router Set Up and Installation Charge	Service Charge (monthly)	Conditions
A Residential/Micro Business	£125 + VAT = £150 *	£37.50 + VAT = £45	Suitable for homes and micro businesses with up to 5 employees
B Small Business	£250 + VAT = £300 *	£75 + VAT = £90	6-15 employees
C Larger Business	Please contact us *	Please contact us	16 or more employees or extra needs

*The router set up and installation charge is covered by the Gigabit Voucher Scheme. DCMS will notify you by email that your application has been successful. This will confirm that you are eligible for the voucher and that, on completion of the installation to your satisfaction, the voucher will be paid to B4SH. If the property is not eligible for a voucher the charge will apply,

If you require more than one IP address this will be subject to a B4SH technical feasibility assessment and there will be an additional charge.