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#### contract summary

- This contract summary provides the main elements of this service offer as required by EU law (1).
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

#### services and equipment

**products:** Home Broadband (H1002CF) (full-fibre broadband)

**selected add-on products:** Not Applicable

The provision of a toob wi-fi router and fibre box to access toob's service is at no extra cost to you.

#### speeds of the internet service and remedies

toob provides a 900 Mbps symmetrical full-fibre service to the router. The actual speeds experienced on your devices may be affected by the capability of your device or the limitations of wi-fi, including environmental factors such as positioning, wall thickness or interference.

We cannot guarantee fault-free performance and the service may be affected by aspects outside our control, for which we will not be liable. We will always try to fix an issue as soon as possible if this does occur. If faults with the service persist, you may be able to terminate your agreement without early termination fees.

#### price

**price of installation:** £0.00

**price of your core service:** £29.00 per month

**price of your add-on/s:** Not Applicable

#### duration, renewal and termination

**minimum contract period:** 18 months (from your service start date)

Your service start date will be your installation and activation date. The monthly cost of your service will remain fixed for the duration of your minimum contract period. Prices correct at time of issue.

We will contact you at least 30 days before the end of your Minimum Contract Period to advise of all your options including best renewal price or any new terms. Early termination fees may apply if you wish to end your contract within the minimum contract period.

#### features for end-users with disabilities

We are committed to delivering a responsive and inclusive broadband service that helps all our customers get the most from their full-fibre connection. If you wish to discuss this with us, our friendly team will make sure you receive the care and attention you require. Please visit [www.toob.co.uk/legal](http://www.toob.co.uk/legal) for further details on how we can help.

#### other relevant information

Full terms and conditions for all products are available at [www.toob.co.uk/legal](http://www.toob.co.uk/legal).

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(1) Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code