



you've not yet completed your order

about your service

product: Home Broadband (H1002CF)

product cost: £29.00 per month (within your minimum contract period). For the latest rolling service price (after your minimum contract period), please see our Charges and Fees document at www.toob.co.uk/legal

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

installation fee: £0.00

activation date / service start date: Monday 3rd February 2025

add-on products: Not Applicable

minimum contract period (for your add-ons): Not Applicable

toob provides a full-fibre, 900 Mbps symmetrical service to your property. 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. You can find more information on what to expect during your installation in our Terms and Conditions at www.toob.co.uk/legal

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'll 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 an early termination fee.

about your switch

You're choosing to use the **One Touch Switch** service. This means we'll let your current provider know that you want to leave and arrange for your old service to be switched off once your toob service is activated. You don't need to contact your current provider and, if anything changes, we'll manage that too so you're never left without service.

For more information on what this could mean for you visit www.toob.co.uk/onetouchswitch

Your switch will only take place once we activate your service. If we can't activate your toob service, for whatever reason, your broadband will continue with your current provider until activation is completed or your order is cancelled. You won't be charged by toob and you may be eligible for compensation.

Please refer to our Switching Compensation Policy at www.toob.co.uk/legal

Before you order, be sure to check the important switching information sent to you by your current provider for any charges and fees due if you end your contract with them, especially if separating discounted bundles.

payment

Your bill date will be the date your service is activated and the same day each month. Payment is by Direct Debit. Customers with multiple subscriptions will receive future bills on their existing bill date. Your first bill will include your monthly service fee(s) and any applicable installation costs. If you order using a promotion, all gift cards or incentives will be dispatched 30 days after service activation. Full Promotional Terms and Conditions can be found at www.toob.co.uk/legal



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right to cancel, termination & renewal of contract

After the service has been activated, you can still cancel your order within 14 days of your activation date by calling customer services. You will be refunded the fee for your first month's broadband service, you will not be refunded for any add-on products (without a cooling off period) or your installation fee.

If you wish to cancel the service after the cooling off period, but within the minimum contract period, you must contact us at least 30 days' before the date you wish for your cancellation to take effect. An early termination fee may apply. You are not required to return your toob equipment once disconnected.

Customers outside of their minimum contract period will be reminded of other products or cancellation options every 12 months. 18 month and 24 month contract customers will also receive an email before their minimum contract period is due to end.

If you choose to leave toob using the **One Touch Switch** service, we'll credit your account for any service you've paid for in advance.

customer vulnerability policy

We're 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 for further details on how we can help.

complaints procedure

Should you ever need to make a formal complaint, you may do so by phone, email or post as outlined in our complaints policy. We investigate every complaint we receive and aim to resolve it within 28 days of receipt. Our Complaints Code of Practice can be found at www.toob.co.uk/legal

security and data protection

We care about our customers and aim to deliver the highest international standards, to give you peace of mind. We have procedures in place to safely handle your data and respond to and protect you against security incidents, threats or vulnerabilities. You can find our Privacy Policy, Acceptable Usage Policy and further information about the steps we're taking to keep your data secure at www.toob.co.uk/legal and www.toob.co.uk/accreditations

Our full Terms and Conditions can always be found at www.toob.co.uk/legal

toob customer service team

call us: 023 9300 9300 **email us:** helpdesk@toob.co.uk