



## Broadband and Superfast from Your Co-op

### 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

We will provide a fixed line rental and broadband service, with optional call packages.

We will provide a Technicolor DGA0122 router. Any router we provide will be unlocked and can be used on any network.

### Speeds of the internet service and remedies

Service	Max download/upload	Average download
Your Broadband	24Mbps/1Mbps	11.5Mbps
Your Superfast	40Mbps/10Mbps	36.5Mbps
Your Superfast Plus	80Mbps/20Mbps	66.8Mbps
Your Superfast Enhanced	80Mbps/20Mbps	66.8Mbps

The availability checker on our website has given you a download speed range and minimum download speed specific to your location.

If you do not get the speeds we've told you your line is capable of, we'll do our best to resolve the issue. After 30 days, you can exit your contract. This promise applies for the duration of your contract with us (conditions apply).

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

- *By phone:* 01608 434000
- *By email:* [yourcoophello@midcounties.coop](mailto:yourcoophello@midcounties.coop)
- *By letter:* Customer Services Manager, Your Co-op, 5 The Millhouse, Elmsfield Business Centre, Worcester Road, Chipping Norton, Oxon, OX7 5XL

<sup>1</sup> 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 (OJ L 321, 17.12.2018, p. 36).





**Price**

Service	Price
<b>Your Broadband<sup>^</sup></b>	£25
<b>Your Superfast</b>	£30
<b>Your Superfast Plus<sup>*</sup></b>	£35
<b>Your Superfast Enhanced<sup>~</sup></b>	£48

<sup>^</sup> £25 Your Broadband price is available when ADSL is provided on our LLU network. An additional £5 a month will be charged if your exchange is not part of the LLU network.

<sup>\*</sup> Your Superfast Plus includes our Evening & Weekend call package (usually £3 a month)

<sup>~</sup> Your Superfast Enhanced includes our Evening and Weekend call package (usually £3 a month), Enhanced Fibre Care (£10 a month) and Standard Plus Line Care (not available separately).

The Technicolor DGA0122 router can be brought separately for £60, but Your Broadband, Your Superfast, Your Superfast Plus and Your Superfast Enhanced cannot be purchased without the inclusive router. Postage for the router is £6 in all cases.

Standard Add-ons

Feature	Description		Monthly cost
<b>Evening and Weekend calls</b>	Make calls to any UK landline number (01, 02 or 03) for up to one hour in duration between 6pm and 8am	Your Broadband & Your Superfast	<b>£3.00</b>
		Your Superfast Plus & Your Superfast Enhanced	<b>Included</b>
<b>Anytime calls</b>	Make calls to any UK landline number (01, 02 or 03) for up to one hour in duration.	Your Broadband & Your Superfast	<b>£7.00</b>
		Your Superfast Plus & Your Superfast Enhanced	<b>£4.00</b>
<b>500 UK Mobile minutes</b>	500 minutes a month to any UK mobile for up to one hour in duration		<b>£8.00</b>
<b>International minutes</b>	Include calls to 26 International landline destinations		<b>£3.00</b>
<b>Wi-Fi Plus</b>	Boost the speed and coverage with our Wi-Fi Plus extenders		<b>£6.50</b>

Calls to numbers starting with 084, 087, 09 and 118 incur an access charge of 11p per minute.

We will bill you monthly. Calls are billed in arrears, most other services one month in advance. We will notify you of new bills by email. Itemised bills are available to view on our website. Printed bills





are available for a fee of £1.90 per month. We ask our customers to pay by Direct Debit. Other billing methods are available, but will incur a fee of £1.20 a month.

Each year, on March 1st, your price will increase by an amount equal to the CPI rate published in January of that year, plus 3.9%. For example, using January 2022's published CPI value of 5.4%, this would mean a monthly price of £35 would increase by 9.3% to £38.26 from March next year.

Ancillary pricing can other call rates can be found at <https://broadband.yourcoop.coop/help-resources/pricing/> . All prices include VAT.

### Duration, renewal and termination

This is a 24 month contract, beginning from the date your services go live. A 12 month contract option is available for a one-off fee of £30.

You may cancel your order without charge within ten working days of us accepting your order or up to two days before the service start date, whichever is sooner.

If you cancel your service while still in contract, we will charge you a termination fee as set out in our price list. Current termination fees are:

Item	Cost
Broadband & Superfast early termination fee – within 12 months	<b>£150.00</b>
Broadband & Superfast early termination fee – between month 12 to 24	<b>£53.00</b>

If you cancel because we have made a change that is to your detriment (such as a price rise), that is not required for legal or regulatory reasons, you may end your contract without any penalty.

We will inform you when your initial term is coming to an end so that you may choose to retain your services on a rolling 30 day basis, recontract, or change provider. When your contract is ended you can terminate your service at any time by giving us 30 days' notice.

### Features for end-users with disabilities

- Bills are available in large print, braille and audio formats.
- Emergency service access (999) is available via both SMS and BSL.
- Priority fault repair and assistance.

### Other relevant information

This contract summary (as required by EU law) is only a summary of the applicable terms and conditions, and the full set of terms are available and have been made available to you at: <https://broadband.yourcoop.coop/legal/>





**Dated: 17 June 2022**

