

# ASTRA BROADBAND



## LTD

### TERMS AND CONDITIONS

These Terms and Conditions (“Agreement”) govern the provision of broadband internet services, data services, and Voice over Internet Protocol (“VoIP”) phone services (collectively, the “Services”) by **Astra Broadband** (“Astra Broadband,” “we,” “us,” or “our”) to the customer (“Customer,” “you,” or “your”), whether residential or commercial.

By subscribing to or using our Services, you agree to be bound by this Agreement.

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### 1. Services Provided

#### 1.1 Broadband and Data Services

Astra Broadband provides internet connectivity and related data services subject to service availability, technical feasibility, and network capacity.

#### 1.2 VoIP Services

Astra Broadband provides internet-based telephone services, including local, national, and international calling (where applicable), subject to service plan selection.

#### 1.3 Service Availability

Services are subject to availability in your area and may depend on infrastructure, third-party carriers, and technical limitations.

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### 2. Eligibility and Account Registration

2.1 Customers must be at least 18 years old (or the legal age of majority in their jurisdiction).

2.2 You agree to provide accurate and complete information during application and to keep your account information such as contact details updated.

2.3 Commercial customers may be required to provide additional documentation.

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### 3. Contract Term and Termination

#### 3.1 Term

Services may be provided on:

- Month-to-month basis; or
- Fixed-term agreement (e.g., 12, 24, or 36 months)

The specific term will be outlined in your service order.

#### 3.2 Automatic Renewal

Fixed-term contracts may automatically renew on a month-to-month basis unless cancelled in writing prior to expiration.



### **3.3 Termination by Customer**

Customers may terminate Services by providing written notice in accordance with their service plan. Early termination fees may apply for fixed-term contracts.

### **3.4 Termination by Astra Broadband**

We may suspend or terminate Services if:

- Payment is overdue
- You breach this Agreement
- Fraudulent or unlawful activity is suspected
- Required by law or regulatory authority

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## **4. Fees and Payment**

### **4.1 Charges**

You agree to pay all:

- Monthly service fees
- Installation charges
- Equipment charges
- Usage-based charges (if applicable)
- Applicable taxes and regulatory fees

### **4.2 Billing**

Billing cycles are monthly unless otherwise stated. Invoices are due by the date specified.

### **4.3 Late Payments**

Late payments may result in:

- Late fees
- Service suspension
- Disconnection

### **4.4 Price Changes**

Astra Broadband reserves the right to adjust pricing with prior notice in accordance with applicable law.

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## **5. Equipment**

### **5.1 Company Equipment**

Modems, routers, VoIP phones, or other devices provided by Astra Broadband may remain our property unless purchased outright.

### **5.2 Customer Responsibility**

You are responsible for:

- Maintaining equipment in good condition



- Returning rented equipment upon termination
- Damage or loss beyond normal wear and tear

### 5.3 Customer-Owned Equipment

We do not guarantee compatibility or performance of third-party devices.

### 5.4 Trial Period

All equipment supplied by the company shall remain the sole property of Astra Broadband throughout the duration of the trial period and until an agreement for the continuation of services is reached between the Astra Broadband and the customer. During this period, the customer shall retain custody of the equipment and shall be responsible for its care, safekeeping, and proper use in accordance with the obligations set out in Section 5.2.

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## 6. Acceptable Use Policy

6.1 You agree not to use the Services for:

- Illegal activities
- Fraudulent schemes
- Distribution of malware
- Sending spam or bulk unsolicited communications
- Infringing intellectual property rights

6.2 Network abuse or excessive usage that negatively impacts network performance may result in throttling, suspension, or termination.

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## 7. VoIP Service Limitations

### 7.1 Power and Internet Dependency

VoIP services require:

- Active internet connection
- Electrical power

Services will not function during power outages or internet disruptions.

### 7.2 Emergency Services (E911 Disclaimer)

VoIP emergency calling may differ from traditional landline services:

- Location information may not automatically transmit accurately
- Customers must ensure address information is up to date

Astra Broadband is not liable for failures related to emergency calls beyond our reasonable control.

### 7.3 Service Quality

Call quality may be affected by internet congestion, bandwidth limitations, or third-party networks.



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## **8. Network Management**

Astra Broadband may implement reasonable network management practices to:

- Ensure network integrity
  - Prevent congestion
  - Maintain service quality
  - Comply with legal obligations
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## **9. Data Protection and Privacy**

9.1 We collect and process personal information in accordance with our Privacy Policy.

9.2 We may disclose information:

- To comply with legal obligations
  - To prevent fraud or security threats
  - To service providers assisting in service delivery
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## **10. Service Levels (Commercial Customers)**

10.1 Service Level Agreements (SLAs) may apply to commercial customers as specified in their service order.

10.2 SLA credits, if applicable, will be the sole remedy for service outages.

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## **11. Maintenance and Interruptions**

11.1 We may conduct scheduled maintenance with reasonable notice.

11.2 Services may be interrupted due to:

- Technical failures
  - Force majeure events
  - Third-party carrier issues
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## **12. Limitation of Liability**

12.1 To the fullest extent permitted by law, Astra Broadband shall not be liable for:

- Indirect or consequential damages
- Loss of profits or revenue
- Business interruption



- Data loss

12.2 Our total liability shall not exceed the total fees paid by you in the three (3) months preceding the claim.

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### **13. Indemnification**

You agree to indemnify and hold Astra Broadband harmless from claims arising out of:

- Your misuse of the Services
  - Violation of this Agreement
  - Infringement of third-party rights
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### **14. Force Majeure**

We are not liable for failure to perform due to events beyond our reasonable control, including natural disasters, government actions, labour disputes, or infrastructure failures.

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### **15. Governing Law**

This Agreement shall be governed by the laws of England and Wales

Any disputes shall be resolved in the courts of England and Wales, unless otherwise required by applicable consumer protection laws.

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### **16. Amendments**

We may update these Terms and Conditions from time to time. Continued use of the Services after notice of changes constitutes acceptance.

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### **17. Entire Agreement**

This Agreement, together with any Service Order and Privacy Policy, constitutes the entire agreement between Astra Broadband and the Customer.

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**Astra Broadband**  
**29 Belgrave Road, Abergavenny, Wales, NP7 7AH.**  
[Info@astrabroadband.com](mailto:Info@astrabroadband.com)

01873 776180  
Astrabroadband.com

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