

From 17 June 2022, we're updating our Terms and Conditions for our Services because of the new Ofcom regulations designed to improve your rights. We've summarised below the key changes, and you can find a copy of our new terms and conditions [here](#).

In summary, we've:

1. Included references to the documentation that we are now required to provide you with as part of the sales process (i.e., the new Contract Information, Contract Summary and Terms and Conditions). Moving forwards, you will need to review and agree to these documents before you enter a binding agreement with us. We've also updated the provisions relating to your Cooling-off period to reflect this change.
2. Enhanced your termination rights. For example:
 - a) In the event that we make changes to our charges (excluding international rates), Terms and Conditions, or the services that are not exclusively to your benefit, you will be entitled to cancel your agreement early without paying an Early Termination Charge (subject to certain exceptions, for example, where we are required to make changes to your service by law or regulations, e.g. VAT).
 - b) Where we make these types of changes to your service, we will give you at least 30 days' notice of the change and inform you of your right to cancel. You'll need to advise us of your decision to end your contract within 30 days of us notifying you of the proposed change.
 - c) In the event that the changes we make are not to your detriment (e.g., where the changes we make will improve the Service) you will not be offered the right to terminate without incurring Early Termination Fees.
3. Outlined the new procedure that will be followed as you reach the end of your Minimum Term – namely that we will send you an End-of-Contract notification forty days ahead of that date which will explain things like: your current service and the charges payable, the contract end date, how you could cancel your service, that your service will move onto a rolling monthly contract if you do not contact us before the end of the Minimum Term, and details of our best tariff in case you wish to enter into a new Minimum Term with us. We've also clarified what charges will be payable, and the obligations that you will be subject to, in the event that you terminate.
4. Clarified that if you move onto a 30-day rolling contract after your initial Minimum Term, that we will send you details our best tariffs on an annual basis, in case you wish to enter a new Minimum Term on a better deal.
5. Limited our ability to make changes to the Service, charges, and Terms and Conditions during the Minimum Term of your Contract.
6. Ensured that the Contact Us section at the end of the Terms and Conditions appears at the end of the PDF version as well as the version on the website.
7. Tidied up the definitions and added new ones to reflect the new obligations as explained above.