



BOSS Connect Ltd Supplementary Terms

Broadband Services

1. Application

These Supplementary Terms apply where BOSS Connect supplies business broadband and internet access services to the Customer. They operate alongside the BOSS Connect General Terms and Conditions and any applicable order, proposal, service schedule or statement of work.

If there is a conflict, the order or proposal takes priority first, then these Supplementary Terms, then the General Terms and Conditions, unless the parties expressly agree otherwise in writing.

Terms defined in the General Terms and Conditions have the same meaning in these Supplementary Terms unless a different meaning is given below.

2. Service Description

Broadband Services provide an internet access connection at the Customer's site using the access technology stated in the order, such as FTTP, SOGEA/FTTC, StarLink or another available broadband product.

The Services may include access circuit provision, router or modem configuration, customer premises equipment, internet access, static IP addressing where ordered, monitoring and support.

Unless expressly included, the Services do not include email hosting, web hosting, local area network management, Wi-Fi design, end-user device support, electrical work or structured cabling.

BOSS Connect provides service to the agreed demarcation point, usually the LAN-facing port of the router or other customer premises equipment.

3. Term and Renewal

The Agreement starts on the Commencement Date. The Minimum Term starts on the Ready for Service date unless the order states otherwise.

The run-up period covers survey, order placement, installation, provisioning, testing and any supplier activity before the Service is ready for use.

At the end of the Minimum Term the Service will continue in accordance with the order, the General Terms and applicable regulatory requirements. Where no fixed renewal applies, either party may terminate on 30 days' written notice after the Minimum Term.

4. Provisioning, Installation and Ready for Service

BOSS Connect will use reasonable endeavours to provide the Services by any target date notified to the Customer. Dates are dependent on site conditions, supplier availability, surveys, permissions and successful installation.

The Ready for Service date is the date BOSS Connect or its supplier confirms that the Service is available for use. Charging starts from that date even if the Customer does not immediately use the Service.

The Customer must provide access, power, clear working space, permissions, wayleaves, landlord consent and an available contact for surveys and installation.

If the Customer misses an appointment, delays access or cancels at short notice, BOSS Connect may charge the resulting supplier and engineer costs.

Additional construction, cabling, civils or excess installation charges must be approved by the Customer before BOSS Connect proceeds, unless already authorised in the order.

5. Performance, Speeds and Technology Limits

Broadband is generally contended and asymmetrical unless expressly stated otherwise. Speeds are estimates or maximum technical rates and are not guaranteed.

Actual performance may be affected by access technology, line length, contention, signal quality, in-building wiring, customer equipment, Wi-Fi, public internet congestion, supplier networks and maintenance.

Some services may stabilise or vary during an initial period after activation. The Customer may need to restart equipment as part of standard diagnostics.

Broadband may not be suitable for all real-time services, including voice and video, unless the Customer has selected a suitable product and configuration.

6. Customer Responsibilities

The Customer must keep account credentials, routers, Wi-Fi keys and administrative access secure and must notify BOSS Connect promptly of suspected compromise.

The Customer is responsible for its LAN, Wi-Fi, devices, applications, cabling beyond the demarcation point, cyber security, backups and internal users.

Customer-supplied equipment must be compatible, lawful, properly configured and must not disrupt the Service or the networks of BOSS Connect or its suppliers.

The Customer must report faults promptly and must complete reasonable checks to confirm the issue is not caused by its own equipment, LAN, Wi-Fi, software or power before raising a fault.

The Customer accepts that intrusive testing may temporarily interrupt the Service.

7. Acceptable Use

The Customer must not use the Service for unlawful, fraudulent, abusive, harmful, nuisance, defamatory, infringing or security-compromising activity.

The Customer must not send spam, host open relays or proxies, conduct denial-of-service activity, scan networks without authority, spoof addresses, distribute malware or interfere with other users.

BOSS Connect may apply traffic management, block harmful traffic, scan allocated IP addresses for network protection, or suspend service where necessary to protect security or comply with law.

8. Maintenance and Support

BOSS Connect and its suppliers may carry out planned or emergency maintenance. Planned maintenance will be notified where reasonably practicable.

Emergency maintenance may take place without advance notice where required to protect service, security or network integrity.

Support is provided through the support channels notified by BOSS Connect. Support covers the Broadband Service and BOSS Connect supplied equipment, not general IT “how to” support unless expressly included.

Support may be provided on a fair usage basis. Excessive or out-of-scope support may be charged at prevailing rates after notice.

9. Charges and Early Termination

Installation and equipment charges may be invoiced from order acceptance. Recurring charges are usually invoiced in advance from the Ready for Service date. Usage or excess charges may be invoiced in arrears.

Where the Customer terminates for convenience before the end of the Minimum Term, or BOSS Connect terminates for Customer breach, the Customer must pay outstanding installation charges, supplier cease charges, recurring charges for the remainder of the Minimum Term and any other committed costs.

No early termination charge applies where the Customer terminates under an express right to do so because BOSS Connect cannot provide the Service, the Customer rejects approved excess construction charges in time, or BOSS Connect commits an unremedied material breach.

10. Suspension and Limitations

BOSS Connect may suspend the Service for non-payment, security risk, misuse, emergency maintenance, supplier instruction, regulatory requirement, loss of permissions or other grounds stated in the General Terms.

BOSS Connect is not responsible for content accessed through the internet, third-party services, public internet performance, customer LAN issues or services outside its control.

If the Service is suspended, emergency video relay or other internet-dependent emergency support services may be unavailable.

11. Service Schedule

Typical broadband technologies may include FTTP, SOGEA/FTTC and other products available at the Customer’s location. Availability and speeds depend on supplier records and site survey results.

Availability and repair targets, where stated on the order or service schedule, are service targets only unless expressly described as guaranteed service levels with service credits.

Fault reporting, support hours, care levels and target repair times will be as stated in the order, service schedule or support policy issued by BOSS Connect.

Document Control

Document	BOSS Connect Supplementary Terms - Broadband Services - Complete Rewrite
Issue	1.0
Status	Draft for legal review
Prepared for	BOSS Connect
Notes	Completely redrafted supplementary terms for broadband services.