

Terms Summary

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This page is a copy of our Terms & Conditions, re-written in plain English. It is here to help give you a reasonable overview of our Terms & Conditions. However, it does not override the full version. They are only meant to act as a guide and you should still read the full version as you are still bound by all the it's terms when you agree to a contract with us.

If you have any questions, please contact our Sales Team.

We agree to:

- ▶ give you notice of changes to the Terms & Conditions, and should you not agree with them, allow you fourteen (14) days in which you can cancel your account, without penalty;
- ▶ allow you to cancel your new contract with us within the first twenty-eight (28) days and receive a full refund. Under clause 13.1c of the Distance Selling Regulations 2000, this excludes domains, and bandwidth, maintenance or support charges;
- ▶ give you at least five (5) working days to retrieve all your personal/company data and settings from our systems, regardless of how the contract was terminated;
- ▶ contact you in the event of any breach of these Terms & Conditions and give you a limited amount of time (usually minimum of seven (7) days) to rectify the situation, where possible;
- ▶ do our best to provide you with a continuous service for the life of the contact. In the event that it will need to be stopped, we will give you reasonable notice, except where work needs to be completed urgently (e.g. to protect against an attack, serious bug or other major system event);
- ▶ allow you to terminate your contract with us should we be unable to provide them with your service for a period of thirty (30) days or more;
- ▶ provide you with bona-fide support (technical or otherwise) in-house, via phone, e-mail and our website, and that we will respond to all reasonable requests that are related to your service(s) with us, and not 'out-source' this to any other company; and
- ▶ set-up your account within seven (7) days of payment clearing, or provide you with adequate notification if this deadline cannot be met.

You agree to:

- ▶ provide us with your personal (or company) details on sign up (e.g. name, address, phone & e-mail) and to make sure that these are correct at all times during the life of the contract (you should contact us if anything needs to be changed for any reason);
- ▶ contact us as soon as you loose or forget your access codes, or know someone has unauthorized access via your code(s) so that we can sort it out as soon as possible (subject to first proving your identity with us);
- ▶ accept that we cannot be held liable for errors or problems caused by events which we cannot control, including unforeseen events and the rules and regulations of third parties which we must abide by;
- ▶ accept that we cannot guarantee the service provided by any third party, and therefore may not be able to meet your request (e.g. registering a domain on your behalf);
- ▶ accept that we will offer a refund on your account at our discretion should you cancel your service after twenty-eight (28) days, but before the end of your term with us;
- ▶ that in the event of non-payment of fees, you shall be liable for any further expenses, including court and legal fees, in our attempt to reclaim any funds owed to us.
- ▶ not use any service though us for:
 - ▶ illegal means;
 - ▶ spam, either to produce or forward,
 - ▶ the purpose of annoying, abusing or causing a detrimental effect to others who may wish to use our service(s) or use the Internet in general;
 - ▶ the provision of pornography or any other obscene material;
- ▶ not to use more bandwidth than your set allowance each month, as agreed on sign up, and if you do use any more, to pay the balance within fourteen (14) days of receipt of the invoice;
- ▶ not to re-sale any service or part of service without written permission of JAB Web Solutions Limited, unless that package is a reseller package.
- ▶ allow us to suspend your service at any time, having given notice, for non-payment of any fees or invoices, or breach of any Terms & Conditions;
- ▶ accept that we cannot provide a guaranteed, uninterrupted service and that we can, at any time, stop your service to perform maintenance, including upgrading our server; and
- ▶ accept that, in the event of a dispute, the courts and laws of England and Wales shall have jurisdiction.