



Internet services Terms and Conditions  
including BT Cloud Voice digital phone service  
(VOIP)

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## General.

The Internet services including digital telephony (VOIP) Referred to hereafter as: “The Service” is provided to you by: **Severnsolve Ltd**, whose registered office is at Network House, Stafford Park 17 Telford TF3 3DG

This agreement sets out to explain what you can expect from our Internet services, their terms of supply, what you need to know and do, and what you can reasonably expect from us in providing you with the service.

We do hope you enjoy your internet experience with us. We have many years’ experience in the internet and communication industry, and it is our aim to give you a first class direct service. If at any time you are concerned about any aspects of the service we provide to you, please either email [eric@7serve.net](mailto:eric@7serve.net) or call us direct on 01952 898194

We are here to help, and we want you to have the best service – so do contact us if you have any problems, or concerns.

Whilst internet connections and their related services, for the vast majority of time perform perfectly well, there are times when service can be interrupted due to internet connection path maintenance issues, a fault on your local connection or outages further down the internet “connection path”, etc. This means that any other services such as VOIP services may also be interrupted.

If your service is interrupted, we will try to get you back “online” as soon as possible – but - if you do find that you are not online – please check “your end” first.

**In all cases, if you think you are offline – for a simple test, check that you can “web browse” – that is, “see websites” that you haven’t recently been to (as some recently viewed web content may be stored locally on your machine).**

There are many other tests that are much more conclusive than this, which we may “talk you through” if you do contact us for help.

**If you can’t see websites, then power off/on, that is: “reset” your broadband modem/router by disconnecting its power lead for 15-20 seconds – reconnect it, wait a couple of minutes, and then if you still cannot connect – call our help line!**

**It should be noted that Broadband IS NOT a guaranteed service.**

The nature of the broadband connection, and of course its path onwards from “you” to the internet as a worldwide network, means that the Internet services, in terms of providing you with an internet connection, can be interrupted for a number of reasons, some **of which are completely beyond our direct control.**

*It is for this reason, that **no Broadband internet service operators/ providers will guarantee any service level, where a broadband connection is being used as the “primary” connection from your equipment to the internet.***

Please also note that the broadband “connect speed” you will get (that’s the “sync rate” to your local BT exchange / or cabinet (Fibre to the Cabinet -FTTC) – **not the overall speed of “surfing”**) depends upon the length of your phone line to your local BT exchange /cabinet, and also the “quality” of your phone line.

**You can easily check your “surfing speed” by going to: [www.speedtest.net](http://www.speedtest.net).**

**It is worth pointing out here, that the “quality” of your internet connection can be affected by “your end” installations, such as low-quality broadband micro- filters, diy extension phone wiring, placing of extension sockets, and placing of electronic equipment near data wiring etc.**

When you order Internet services from us, we will tell you what “connect speed” you can expect, but you can see that, because of the issues outlined here, **we cannot guarantee to supply a specific speed**. We will however try to help you optimize “your” end if you suspect or find a connect speed issue, and you subsequently report it to us (subject to extra costs if an engineer visit to your premises is necessary)

## **We do now have to draw your attention, and have your agreement to, the “legal” statements which follow below:**

To receive the services you must first read, and accept, these Terms and Conditions which set out our agreement for the provision of the Service to you.

**Your Acceptance of these terms and conditions is defined as acknowledgment of receipt by you (after instructing us to proceed with your order) by email, in writing, or finally: on provision of the service.**

***Your use and continued use of the service also constitutes acceptance of these terms and conditions.***

### **1. Agreement Commencement Date and Term.**

**1.1 This Agreement will commence on the Date your service commences as advised on acceptance of our quotation to supply, and will continue for 12 months (“the Minimum Period”) Thereafter this agreement will be subject to a new contract period as negotiated at that time.**

Or -will continue to apply for 12 months from the date on which you request a change to an alternative Internet service provided by us.

### **2. Payment (and provision / ordering of service)**

2.1 **The only payment method we accept is direct debit.** This is because the monthly payments due in some circumstances are variable, and can only really be accommodated by Direct Debit, and also to minimize our costs in collecting payments.

The direct debit mandate must either be completed and signed by you, or we can take paperless direct debits by phone. You will be notified in advance of any payment to be taken, or of any change in payment. We will keep a copy of our records.

**The service will not be ordered until we have received the completed direct debit mandate.**

2.2 You will pay us the applicable charges for the service as set out on our website or as otherwise notified to you (the subscription). We reserve the right to change the subscription at any time following the “minimum period” set out in clause 1.1, by giving you not less than 1 complete months’ notice. The changed fees will apply on the following month period, unless you inform us in writing following the notice of variation of subscription, that you wish to terminate this Agreement.

2.3 We will invoice you each month in advance for the subscription applicable.

Payments made by direct debit will be made in accordance with the direct debit mandate

**NOTE: If payment is not received within 7 working days after the due date, we will suspend your service without further notice until full payment is received.**

**In any event, particularly where further charges have been accumulated, your account must be brought fully up to date before service is resumed.**

2.4 If we suffer any costs, chargebacks, or other fees which result from you making a late payment, you will immediately repay us those costs otherwise we may:

(a) immediately without notice suspend the provision of the service to you; and/or

(b) charge interest on the costs/ charged back sum at a rate of 4% above the bank of England base rate, until the costs in full are repaid to us..

2.5 If, in the case of protracted or lengthy disconnection time following non –payment, you may incur a re-connection charge. This is very likely to happen if the disconnection time exceeds one calendar month. In the case of reconnection, the current Charge is £80.00.

2.6 Moving the service to another line, that is for example you move house, will incur a charge of £50, This is because the service needs to be ceased on the original account, and re-activated on the new account, which incurs a cost to us from our supplier.

2.7 **Note: If you make ANY change to the status of your BT service account, for example a change to the name of the account holder, this will result in BT cancelling the service on your line. To reinstate the service, you will be required to pay a reactivation fee of £75 (£100.00 for fibre to the cabinet)**

Unfortunately, this is a charge that is applied to us by BT which we have to pass on, and thus you should carefully consider this before making any changes to your BT telephone account!

2.8 **The speed you will get will depend upon the length and quality of your phone line, and we will tell you at the time of ordering the service what speed you can realistically expect to get.**

**That is: broadband, commonly supplied by all broadband operators. Is a “rate adaptive” service and will “settle” at the best possible speed over the first few days of operation of the service.**

All services are subject to a fair use policy.

Your account details will show you which service you are subscribing to.

**If your use contravenes fair usage policy during any one calendar month, we reserve the right to: Limit speed of access in both upload and download directions and suspend service.**

2.9 Any promotional offers made refer to the basic monthly subscription, are applicable to new customers only, and do not include any excess bandwidth usage.

### 3. Registration information

- 3.1 To register for the Services, you must be at least 18 years of age and resident in the UK.
- 3.2 You certify that all information provided to us, including any information, if provided online for registration purposes is true, complete and accurate. If you believe any information supplied to us may be or become inaccurate, then you will tell us immediately of the changes necessary to correct the registration data supplied.
- 3.3 You confirm that there are no facts or circumstances which have not been disclosed to us which would affect our decision to provide the services to you.

### 4. Our provision of the services

- 4.1 We will provide The Service subject to these Terms and Conditions.
- 4.2 We can only provide the service in United Kingdom, and in those areas where we are technically able at the time of application to provide the service to you will be at the connect speed rate you choose, but this speed may be affected at times due to telephone line quality, network congestion and other reasons beyond our control.
- 4.3 Whilst we will try our best to begin providing the service on a date agreed with you, we will not be liable for any failure to meet that date.
- 4.4 **We will provide the service to the BT master socket.**  
**We CANNOT guarantee that the service will work over any extension sockets, or other telephone wiring that you may have installed. If you call us to rectify such a problem involving “your end installation”, we will make a charge for resolving such problems.**
- 4.5 To use the service you will need a BT connection and at least one computer of a satisfactory specification as we notify to you.
- 4.6 You will provide a computer system and operating software so that you can access the service. You will ensure that the equipment always meets the minimum requirements for using the service.

- 4.7 **We will provide you with OUR PRECONFIGURED MODEM/ROUTER in order for you to receive the service – which we will maintain and access either locally or remotely to maintain the service and diagnose any service issues.**

**Using OUR modem /router VITAL to us being able to accurately diagnose faults quickly and accurately**

**PLEASE NOTE: If YOU choose to use your own modem/router – we CANNOT guarantee prompt and timely maintenance of the service. We will only be able to diagnose quality of service to the Network Termination point to which your equipment is connected - and will not be responsible for any connectivity issues beyond the NTT**

**PLEASE NOTE:**

**Any equipment and/or software supplied by us - you agree to abide by, and agree to any additional terms and conditions required by the vendors of that equipment or software in order for it to be used to access the service. You agree not to modify or copy this software or equipment in any way, change access codes, usernames or passwords, and agree only to use it for accessing the service.**

4.8 You agree that we have your permission to reasonably enter your premises to install the service, and for its maintenance, adjustment, repair or alteration. We will only do this after agreeing a time and date with you first.

4.9 If, on our reasonable notice we notify you that we wish to carry out any work relating to provision of the service you agree to obtain all necessary consents, including consents for alterations to buildings, if applicable provide electrical and data connection points required, and provide a suitable, safe and appropriate working environment.

4.10 If, at our request, we install equipment at your premises to enable you to receive service, you, or any other person not authorised by us, will not modify or interfere with the equipment. You must use such equipment in accordance with our instructions and take note of safety and security procedures applicable to its use.

Title to all such equipment remains vested in us, and you will be responsible for such equipment while installed at your premises. You acknowledge that you are liable for any damage to the equipment installed/delivered/stored at /to your premises (fair wear and tear excepted).

4.11 ***We may need to suspend the service temporarily without notice in an emergency in order to improve, maintain or repair the service or our network or for other operational reasons. We will try to, but cannot guarantee, to keep interruptions to a minimum. We will also try to, but cannot guarantee, to keep you informed.***

4.12 ***We cannot guarantee that the service will be not be interrupted or be error free.***  
*If a fault occurs, you should report it to us by email to [eric@7serve.net](mailto:eric@7serve.net), if the service is working sufficiently to send an email, or you have an alternative internet connection, or, by phone to our Technical Support Services on 01952 898194. We will do our best to rectify any fault(s) as soon as possible, but we cannot guarantee any absolute repair times, or guarantee any time for restoration of service*

4.13 Where we provide a modem router” we will provide technical support which can be on a remote control /remote connection basis.

**As mentioned in 4.7 – we cannot support or provide any detailed service support or diagnostics if you choose to supply your own modem router. It is strongly recommended that you use the Modem router supplied by us.**

***In addition, we cannot be held responsible for the inherent design of any modem or modem router whether supplied by us or not. These devices are manufactured by third parties who ultimately are responsible for their quality of operation in normal use.***

4.14 If you move address within the UK, we can transfer the service to your new address provided that the service we provide – or a suitable alternative is available. There will be a transfer / reconnection fee for this.

**You expressly agree that we are not responsible for any website, data/ content, /email service / goods or services that you access, by being provided with the service. You agree that Such information /data traffic provided by the service may possibly contain computer viruses, or other such harmful data for which we cannot be responsible for by providing the service.**

***It is your responsibility to be vigilant against such events, and to acquire a reasonable level of “internet usage skill” to reasonably avoid such situations.***

4.16 We will not be responsible for the content of newsgroups or chat areas or social media, whether controlled/ moderated by us or not.

If you choose to enter these areas, you accept this, and you agree to waive any claims against us for any distress, injury, loss, liability, damage and expense arising from or in connection with your use of these areas and their content.

You will indemnify us against any claims arising from your use of the areas or any content of the areas which you post or create.

4.17 We do not directly monitor the service other than quality of service in terms of connectivity and total data usage. We respect your privacy, and also in respect of the Data Protection Act.

However, if we become aware that the service is being used in an illegal manner, then we may be directed by external law enforcement agencies to monitor the service more directly.



## 5. Your use of the services

5.1 The service and its component parts such as modem/routers, software etc., are provided solely for your use only. You will not resell, transfer, assign or sub-license them or any part of the service to any other person.

5.2 **You must ensure that any computers or other equipment used by you to access the service do not have an adverse effect on our systems, our suppliers, or on network traffic generally. You must use the service in a manner consistent with all applicable laws and regulations applying at the time of using the service. This may involve restrictions beyond the UK being placed upon you.**

5.3 **You must ensure that your system is configured in such a way that does not give others the capability to use the service in an illegal or inappropriate manner. This is in particular reference to wireless networks, which MUST be installed with a suitable level of security and encryption, and preferably a second layer of protection such as MAC filtering. Where such equipment has been installed by us, it will have an adequate level of protection.**

**You should run, in any case, a firewall and up-to-date anti-virus software, and ensure that your operating system is kept fully up to date with the latest security updates and patches.**

**If you are unsure about any of this, contact us first without delay!**

5.4 You will not use the service in a way that would, in our reasonable opinion, materially affect the use of or access to the Internet of any other person. This includes, but is not limited to, "denial of service" (DOS) and "distributed denial of service" (DDOS) attacks against another network or individual user. DOS attacks will result **in immediate termination of the service.**

5.5 You must not try to gain access to or retrieve data from any computer system without prior authorisation from its legal owner. Breaches of this clause will lead to immediate termination of the service and also possibly to prosecution. These activities also apply to port scanning, vulnerability probes and intentional distribution of viruses, worms, Trojan Horses, and other malicious software. This clause also includes making use of systems compromised by third parties.

5.6 **You must not send Spam. Using the service to send unsolicited commercial or unsolicited bulk e-mail is expressly prohibited. We have a zero-tolerance policy for spam. Spamming will result in immediate termination of the service (as it compromises our network also).**

5.7 Distribution of software that attempts to and/or causes damage, harassment, or annoyance to persons, data, and/or computer systems is prohibited. This will also result in immediate termination of the service.

5.8 Attempts to deceive or mislead by adding, removing or modifying identifying network header information is prohibited. Using forged headers to impersonate others, or other identifying information may result in termination of the Internet services.

5.9 You will not use the service:

in any way that does not comply with any licences applicable to you or is unlawful or fraudulent or has any unlawful purpose or effect or.

To carry out a fraud or criminal offence.

To distribute, use, or reuse knowingly receive, download, or upload any information or material which is indecent, obscene, abusive, profane defamatory, menacing, or in breach of any copyright, privacy or any other rights.

- In a way that infringes any third party's intellectual property rights.
- In a way that is not in compliance with our specific instructions.

5.10 Your Personalised Domain name. (If supplied as part of this package)

The "personalised" domain name supplied to you for use with your account for web space and email accounts remains our intellectual property. That is: The domain name registrant will be Severnserve or its legal representative(s).

The domain name must not be used in any way for webspace, or emails that contains offensive, abusive, indecent, prohibited otherwise illegal activity /material. Any abuse of this clause will cause the use of the domain to be suspended immediately until the offending activity is ceased / removed, and any costs incurred by us in recovering this must be paid by you before the domain is reactivated.

You will be responsible for any losses, expenses or other costs incurred by us that are caused by your breach of these conditions.

The domain name ownership may be transferred to you if you decide to terminate this agreement, so that you can continue to use it with another service provider. There will be a charge of £100.00 for this service, and you will be liable for any additional charges made by external registrars such as Nominet, to complete the transfer of the domain "registrant" detail to you.

5.11 The personal Web space provided with your account is limited to 500 hits per account per day. If your usage of the space is in excess of the limit, we may suspend access to your Web space.

We will contact you to request that you reduce your usage, or increase your allocation, for which an extra charge will be made to cover additional bandwidth.

Excessive use of our Web server resources may result in suspension or termination of the account.

"A hit" is defined as "an image or html page downloaded at the request of a user accessing your website".

A download of Multiple graphical images on one Web page is deemed to be a multiple hit.

5.12 Your mailbox maximum data size is 64MB If it exceeds this threshold, mail sent to that mailbox will bounce.

5.13 Newsgroups are not provided by the Service.

## 6. Personal data

6.1 We will comply with our obligations under GDPR and any other applicable data protection legislation.

6.2 By registering for the service you consent to our using and/or disclosing your personal information for certain administrative purposes.

This may require disclosing your personal information to third parties, but only where necessary:

- provide you with the service.
- inform you of any changes to the service.
- to be able to manage our network.
- prevent and detect criminal activity, fraud and misuse of or damage to our network.
- For any other administrative purposes.

6.3 We may need to disclose your personal information to third parties, but we will only do this only to the extent necessary to provide the service requested,

A copy of our Privacy Policy can be viewed online at [www.7serve.net](http://www.7serve.net).

6.4 We will only disclose personal information that was requested by appropriate authorities so as to comply with all applicable laws.

6.5 We use secure servers, encryption and appropriate security measures where appropriate to protect your personal data.

6.6 Using the service to access third party websites, even if they are accessed through a link on our website, are not covered by this agreement where such sites gather personal or other sensitive information from you.

**NOTE: You should always be aware of security risks when accessing other websites, particularly those asking to confirm passwords, usernames etc. These sites are often called “phishing” sites and their sole aim is to fool you into giving personal information such as credit card details, usernames, passwords etc, for subsequent criminal use.**

## 7. Security and confidentiality

7.1 We will provide you with Secure details to enable you to access the service. You are responsible for maintaining the confidentiality and security of this information. If the details include a password that can be changed by you, you must change the password at frequent and regular intervals to reduce the possibility of unauthorised use.

7.2 You must notify us immediately if any of the Security Details have been.

- disclosed to anyone else.
- used in an unauthorised way.
- If you suspect that unauthorised use is possible
- Lost or stolen.

7.3 We may have to suspend the service if we think that there is, or likely to be, a breach of security. In that case we will change those security details and inform you accordingly.

7.4 If anyone else uses the Security Details, unless you have given notice to us at the first possible opportunity upon becoming aware of this you will be liable for any costs arising from such use. We may suspend the service and you will fully indemnify us from all losses resulting from such actions.

7.5 The service is not an inherently secure network, and so we cannot guarantee the absolute security of data being transmitted over the service, nor can we prevent any unauthorised attempts to access the service.

7.6 The information given to you in providing the service (whether written or oral) is essentially of a confidential nature (including software and manuals). You agree to keep this information confidential not to disclose it or otherwise distribute it to any other person or organization.

## 8. General, / Changes to Terms and Conditions

8.1 All intellectual property rights in or relating to the service are the property of, or have been licensed to, us. You are only permitted to use these intellectual property rights as provided in these Terms and Conditions and in order to receive the service. You will not use or allow anyone else to use any of our name, logo, trademark or other intellectual property rights or that of any of the licensed operators involved in providing the service without our prior written consent.

8.2 **We may change the Terms and Conditions at any time by notice on the Severnserve Website or email prior to the change becoming effective. You will be deemed to have accepted any such changes by your continued use of the service. Changes to fees are covered by paragraph 2.**

8.3 **Notwithstanding any other rights that we may have in these Terms and Conditions, we reserve the right at any time (notwithstanding prior acceptance) to suspend, cancel, refuse to supply or terminate the provision of the service wholly or partly without notice, and we shall not be liable for any loss suffered as a result of such suspension, cancellation, refusal or termination. If at the time we exercise our rights under this paragraph 10.3, you have paid us any Fees in advance, we will reimburse you pro rata for the proportion of these Fees that relate to the period after this date.**

8.4 This Agreement constitutes the entire agreement between you and us in relation to the provision of the service and supersedes any representations, communications and prior agreements (whether oral or written) related to the subject matter other than fraudulent misrepresentation.

8.5 We may assign, sub-contract or otherwise deal with our rights or obligations under this Agreement without giving you any notice beforehand. You may not assign, sub-contract, sell or transfer your rights or obligations under this Agreement.

8.6 Any notice or communication required to be sent pursuant to these Terms and Conditions should be sent to us at Severnserve, or to you at the address indicated on the online registration form.

8.7 No waiver by us of any breach of these Terms and Conditions will be considered as a waiver of any subsequent breach of the same or any other provision.

8.8 If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these Terms and Conditions, and the remainder of the provision in question, will not be affected.

8.9 Except as expressly stated in these Terms and Conditions, no person who is not a party to the Contract will derive any benefit from it, whether by virtue of the Contracts (Rights of Third Parties) Act 1999 or otherwise.

8.10 This Agreement will be governed and construed in accordance with the laws of England and Wales, and you irrevocably submit to the exclusive jurisdiction of the English Courts.

## 9. Limitation of liability

9.1 We will not be liable either in contract, tort (including negligence) or otherwise for any damages, for any direct or indirect loss of profits, business or anticipated savings.

We will not be liable for any indirect or consequential loss nor for any damage or destruction of data arising from the use of or inability to use the service or from any action or omission taken as a result of using the service.

Notwithstanding any other provision of these Terms and Conditions we do not exclude or limit any liability in respect of death or personal injury resulting from our negligence.

9.2 *Our total, or aggregate liability to you in contract, tort (including negligence) or otherwise and arising out of, or in connection with, this Agreement and/or the provision of the service for each 1-month period (the first period starting on the date the service is first provided to you) shall be limited to the amount of the subscription paid by you to us in respect of that 1 month period.*

9.3 The information on the Severnserve Website is updated from time to time.

However, we exclude any warranties, conditions or terms (whether express, implied, statutory or otherwise), as to the quality, accuracy, efficacy, completeness, performance, fitness for a particular purpose of the service or any of the contents of the Severnserve Website.

9.4 You agree to indemnify us against all costs, claims, losses and expenses (including indirect and consequential losses) howsoever arising, from any claim brought against us by any third party relating to any breach by you of your obligations under these Terms and Conditions.

9.5 We will not be liable to you for any breach of any of our obligations under these Terms and Conditions or the Privacy Policy where the breach is caused by a 'force majeure' event which term shall include, but is not limited to, acts of God, insurrection or civil disorder, war or military operations, national or local emergency, acts or omissions of local or central government, highway authority or other competent authority, industrial disputes of any kind (whether including us or not), fire, lightning, explosion, flood, subsidence, inclement weather, unavailability of third party telecommunications networks or any other cause beyond our reasonable control.

## 10. Termination and suspension

10.1 This Agreement may be terminated at any time up to the Commencement Date

However, if we have supplied you with any equipment, you must return it to us immediately any equipment returned for refunds must be received in brand new and resalable condition, including all original packaging, manuals, software and cables, as appropriate. Please therefore keep all equipment packaging until you are happy to proceed with the contract.

10.2 After the Commencement Date this Agreement may be terminated in accordance with the terms set out in this Agreement and, the cancellation provisions of the Consumer Protection (Distance Selling) Regulations 2000 (the "Distance Selling Regulations") will not apply to the Service.

10.3 We may terminate this Agreement at any time on notice if: (a) we are directed by any competent authority to cease the provision of the service or any part of them; (b) you are in breach of any of these Terms and Conditions; (c) your contract with your telecommunications provider for your direct analogue exchange line is terminated; (d) any licensed operator supporting the service ceases to do so for whatever reason or changes the terms of its provision of telecommunications services beyond our reasonable control.

10.4 Unless otherwise specified in this Agreement, either you or we may terminate this Agreement on giving not less than 4 weeks' notice to the other; such notice not to expire before the end of the Minimum Period.

10.5 You may terminate this Agreement within the first 12 months after the Commencement Date. Such termination will take effect from the beginning of the next calendar month following the 4-week notice period. In that event, if you decide to cancel, you agree to pay us all the costs that we have incurred in setting up your Internet services. This will include our installation fee of **£75.00** plus any other costs specifically identified at the time of installation (for example engineer visit to correct faulty customer installation, wiring etc.)

If you ordered specific hardware from us, you must pay the full retail price of this hardware. This cannot be returned for credit in the case of cancellation after the commencement date.

10.7 After the first 12 months of service – you may terminate the service by giving 1 months notice IN WRITING

After receiving cancellation instructions, we will:

Advise you to move to another Broadband provider OR, if you decide to CEASE the service, there will be a CEASE FEE applicable of £40.00.

We will collect the current months service Subscription in the month notice of termination was received, and we will then collect a pro-rata payment service subscription up to the date in the following month when the service migrates – or ceases.

**DO NOT CANCEL YOUR DIRECT DEBIT UNTIL SERVICE HAS CEASED.**

We will calculate your payment instructions once our final invoice has been paid if we have to collect payment by other means during the cancellation period – there will be a collection fee of £25.00 applied.

10.7 Upon termination you will pay any monies outstanding.  
(We will invoice outstanding amounts such as extra bandwidth usage promptly after termination).  
On termination your right to use the Services will cease immediately.

## 11. Definitions

We, us means: Severnserve Ltd

"Agreement"

Is the agreement between you and us for the provision of the Services, comprising these Terms and Conditions and the Privacy Policy.

"The service"

Means the Internet services (DSL/ FTTP which enables you to access the internet at reasonably high speeds

"Commencement Date"

Means the date on which the service was first provided to you.

"Security Details"

Means any and all usernames, passwords, or other security tools or keys supplied to allow you to access the Services.

"Severnserve Website"

Means the Internet site which can be found at [www.Severnserve.net](http://www.Severnserve.net).

"You, Your"

Are you, at your address, including your contact details telephone numbers, other email addresses etc, as you defined within your application for the service?