
Dear Tenant,

Welcome to the ARC Apartments at Titanic Quarter.

Titanic Quarter provides its own phone line and broadband services to the ARC Apartments. We offer telephone and unlimited* upload and download Fibre to the Home broadband packages up to 100mbit/s** with the potential of faster speeds to come in future.

Please find attached your order form with the package information as discussed with Titanic Broadband team. If you are unsure of any of the details or would like to query any part of this document please contact our customer service team on 028 9076 6359 or email us at arc@titanicbroadband.co.uk

If at any time you need technical support, our services are open 8.30am – 5pm on 028 9076 6359 with locally based staff. There are no expensive premium rate technical support numbers to worry about.

As Titanic Quarter we are delighted to provide telephone line and broadband services to you.

Important Information

Please note that to avail of our packages we will be required, to install equipment in your apartment if the fibre service has not been provided there before. A copy of the charges will be included in your order form.

All services are paid by direct debit. We can accept application forms by email but please note that to meet bank requirements we require an original signed direct debit form sent to our postal address of Titanic Broadband Services, 1 West Bank Close, Belfast BT3 9LD. Payments using direct debit will be collected on 1st of each month.

All our services are provided subject to our terms and conditions. These are on our application form and you can request a copy of this at any time by phoning or sending an email to our customer services team.

*All our packages offer unlimited downloads subject to an Acceptable Use Policy. Consistently heavy users who are involved in using peer to peer and other media streaming services may be subject to measures to restrict access speeds where they are affecting other users.

** Speed is dependent on number of active users.

Titanic Fibre to the Home
Broadband Service

Please complete and return to:

Titanic Broadband Service
1 West Bank Close
Belfast
BT3 9LD

Or via email to:
arc@titanicbroadband.co.uk

AGREEMENT FOR THE SUPPLY OF FIBRE TO THE HOME SERVICES

Billing Address

*Name:
*Address:
*Town:
*Post Code:
*County:
*Tel No:
*Contact:
*Email:

Installation Address

*Name:
*Address:
*Town:
*Post Code:
*County:
*Tel No:
*Contact:
*Email:

***Mandatory**

Titanic Fibre to the Home packages can be purchased over 3,6,9,12 & 18 month terms. There are 4 packages with varying speeds for each contract term. Costs vary dependent on speed and term so please review the information carefully and select one fibre option only. If you require a phone service please ensure that you also select the phone line option in the relevant section.

If you require any further guidance please contact Titanic Broadband on 028 9076 6359

18 Month Titanic Fibre Packages– Includes Free Installation

Package Options (Free Installation)	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£4.17	£5.00	
Lightspeed 25Mb Upload & Download	£16.25	£19.50	
Lightspeed 50Mb Upload & Download	£24.58	£29.50	
Lightspeed 75Mb Upload & Download	£29.17	£35.00	
Lightspeed 100Mb Upload & Download	£33.33	£40.00	

12 Month Titanic Fibre Packages– Includes Free Installation

Package Options (Free Installation)	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£4.17	£5.00	
Lightspeed 25Mb Upload & Download	£18.75	£22.50	
Lightspeed 50Mb Upload & Download	£27.50	£33.00	
Lightspeed 75Mb Upload & Download	£33.33	£40.00	
Lightspeed 100Mb Upload & Download	£37.50	£45.00	

9 Month Titanic Fibre Packages – Installation Cost Applies

Package Options	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£10.00	£12.00	
Lightspeed 25Mb Upload & Download	£22.50	£27.00	
Lightspeed 50Mb Upload & Download	£34.17	£41.00	
Lightspeed 75Mb Upload & Download	£41.67	£50.00	
Lightspeed 100Mb Upload & Download	£45.83	£55.00	
One off Installation Cost	£41.67	£50.00	X

6 Month Titanic Fibre Packages – Installation Cost Applies

Package Options	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£10.00	£12.00	
Lightspeed 25Mb Upload & Download	£29.17	£35.00	
Lightspeed 50Mb Upload & Download	£37.50	£45.00	
Lightspeed 75Mb Upload & Download	£43.75	£52.50	
Lightspeed 100Mb Upload & Download	£47.92	£57.50	
One off Installation Cost	£41.67	£50.00	X

3 Month Titanic Fibre Packages – Installation Cost Applies. Total Amount Payable in Advance

Package Options	Cost Per Month Excluding VAT	Cost Per Month Including VAT	Please Tick One Package
Phone Line (if applicable)	£10.00	£12.00	
Lightspeed 25Mb Upload & Download	£33.33	£40.00	
Lightspeed 50Mb Upload & Download	£41.67	£50.00	
Lightspeed 75Mb Upload & Download	£45.83	£55.00	
Lightspeed 100Mb Upload & Download	£50.00	£60.00	
One off Installation Cost	£41.67	£50.00	X

Important Information

-This is a consumer only service.

-All use of the service is subject to our terms & conditions below. Please read these terms & conditions.

-In order to connect your service to your computer you must have a LAN network port on your computer to connect to your router. Please satisfy yourself that you have one of these in place.

-Forms returned without original signed direct debit mandate will not be processed.

-Direct debit payments will be collected on the 1st of each month, following date of invoice.

Support:

Titanic Broadband support line can be contacted on 028 9076 6359 or email arc@titanicbroadband.co.uk Please have the phone number that your service is on to hand. Support line is open 8.30am-5pm Monday to Friday.

Billing:

For billing queries please contact accounts on 028 9078 6878 or email accounts@atlas-comms.com

Terms and Conditions

DEFINITIONS

Unless the context otherwise requires:

“Agreement” means the “Order Form”, the “Registration Form” (if any), and the terms and conditions herein

“Customer” means the party contracting with Atlas Communications (NI) Ltd and defined in Order form and/or registration form for the service.

“Order Form” means the relevant Order Form(s) for the Service or Services, issued By Atlas Communications (NI) Ltd

“Registration Form” means the relevant Customer Registration form for the Service or Services, issued by Atlas Communications (NI) Ltd

“Service” means the Service listed on the relevant Order Form(s), as described within Atlas’ current sales brochure and Atlas’ website, at the Commencement Date of Service to the customer.

“Atlas” means Atlas Communications (NI) Ltd, its successors and assigns who are the appointed agents of Titanic Quarter Ltd to operate the broadband and telephone services to ARC Apartment complex at the Titanic Quarter development

1. SUPPLY

- 1.1 The specific Service configuration may, at Atlas Communications (NI) Ltd’s discretion, vary from time to time. Atlas undertake to inform the Customer of such variations where necessary to do so.
- 1.2 The Service description is deemed to be incorporated into the Agreement.
- 1.3 The router shall remain the property of Atlas Communications.

2. PRICE AND PAYMENT

- 2.1 The Customer shall pay Atlas Communications monthly by direct debit in accordance with Atlas’ Order Form subject to any variation published by Atlas at least 30 day notice.
- 2.2 Atlas Communications (NI) Ltd reserve the right to vary the pricing on an annual basis. The Customer shall receive at least 30 day prior written notice of any such variation.
- 2.3 Calls are charged at Arc apartment special rates. Details available on request.

3. TERM AND TERMINATION

- 3.1 The Initial Term of this Agreement is for a period of 3, 6, 9, 12 or 18 months commencing on the date of installation of service (“the commencement date”). Such correspondence is deemed to be incorporated into the Agreement. This agreement will continue automatically thereafter on unless terminated according to the terms below.
- 3.2 The customer may serve a minimum of one month’s notice of termination at any time during the Initial Term PROVIDED THAT such notice will be effective on or after the expiry of the initial Term.
- 3.3 The customer may terminate this contract at any time after the expiry of the Initial Term on giving one month’s prior notice in writing. If the Customer terminates this Agreement at any time after the end of the Initial Term without giving one month’s notice as required above, Atlas Communications (NI) Ltd will charge a termination fee of three months service rental fee, payable at the date of termination.

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- 3.4 Either party may terminate this agreement forthwith where the other party is in a material breach of this agreement and fails to remedy the same within 21 days of written notice demanding such remedy.
 - 3.5 If the Customer fails to pay in any single month by direct debit, Atlas reserves the right to disconnect the service until payment is made. Reconnection is charged at a one off charge of £50 including VAT.
 - 3.6 If this agreement is terminated (howsoever occasioned save in respect of a default by Atlas or in accordance with clause 3.2 above) before the expiry of the Initial Term, Atlas Communications (NI) Ltd will charge the Customer the remainder of the rental fee payable or a part payment for the remainder of the Initial Term, depending on length of service.

4. USE OF SERVICE

- 4.1 The Customer at the site(s) specified in the Order Form may only use the Service for lawful purposes.
- 4.2 The Customer shall not (nor authorize or permit any other party to) use the Service for the transmission of any material which is in violation of any law or regulation or which is defamatory, menacing, obscene, in breach of third party intellectual property rights (including copyright) or in breach of any trade secrets. Any breach of this clause shall be deemed to be a material breach of the Agreement and shall entitle Atlas Communications to terminate the Agreement pursuant to clause 3.4 and for this purpose it shall be irrelevant whether the Customer is aware of the content of any material so transmitted or not. Notwithstanding and in addition to clause 3.4 Atlas may suspend the Service without notice with immediate effect if Atlas Communications' reasonable opinion the customer is in breach of this clause.
- 4.3 The Customer acknowledges that Atlas Communications (NI) Ltd is unable to exercise control over the content of the information passing over the Atlas connection and/or the Atlas network and/or the Service, and Atlas hereby exclude all liability of any kind for the transmission or reception of infringing information of whatever nature.
- 4.4 The Customer hereby agrees to indemnify and hold Atlas harmless from any claim brought by a third party against Atlas resulting from the use of the Service by the Customer, including but not limited to infringement of any intellectual property right of any kind, legislation or regulation. The Customer shall pay all reasonable costs, damages, awards, fees (including reasonable legal fees) and judgments finally awarded against Atlas arising from such claims, and shall provide Atlas with notice of such claims, full authority to defend, compromise or settle such claims and reasonable assistance necessary to defend such claims, at the Customer's sole expense. Such actions will be taken in consultation with the Customer.
- 4.6 The Service may be used by the Customer to link into other networks world-wide and the Customer agrees to conform to the acceptable use policies of such networks.

5. Assignment, reselling and sub-letting

- 5.1 The Customer in entering into this contract undertakes that it will not assign, or in any other way transfer the Atlas Service (or element thereof), or its rights or obligations under the terms of this contract. Contravention of this in any way will result in the entire Service being terminated forthwith by Atlas, in which event the Customer will be liable for a termination fee calculated in accordance with clause 3 above.

6. EXCLUSION OF WARRANTIES

- 6.1 Atlas do not exclude or restrict liability for death or personal injury resulting from Atlas' negligence; and the customer shall not be liable for any claim arising solely out of the act of omission by Atlas Communications.
- 6.2 Save as expressly set out herein, all conditions or warranties which may be implied or incorporated into this contract by law or otherwise are hereby expressly excluded to the extent permitted by law. In no circumstances whatsoever will Atlas be liable for economic, indirect or consequential loss.
- 6.3 While Atlas Communications (NI) Ltd will use all reasonable endeavours to provide a prompt and continuing service it will not be liable for any loss of data resulting from delays, non-deliveries, missed deliveries, or service interruptions caused by events beyond the control of Atlas, or by errors or omissions of the Customer.

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- 6.4 Atlas specifically exclude any warranty as to the quality or accuracy of information received through the Service.
- 6.5 In any event, save in respect of claims pursuant to clause 6.1 above, the liability of Atlas to the Customer in respect of an event or series of connected events arising out of or in connection with the Agreement, whether in contract, tort (including negligence) or otherwise, shall be limited to £50
- 6.6 Each provision of this clause 6 excluding or limiting liability shall be construed separately, applying and surviving even if for any reason one or other of those provisions is held inapplicable or unenforceable in any circumstances and shall remain in force notwithstanding the termination or expiry of this Agreement.
- 7. DATA PROTECTION**
- 7.1 Atlas Communications reserve the right to put the names and other information from the Order Form or and Registration Form relating to its Customer into a computerized directory for internal use only, unless specific written instructions are received from the Customer.
- 7.2 The Customer shall inform Atlas forthwith of any changes of address, telephone number or any other material details, which were originally provided to Atlas.
- 8. MODIFICATIONS**
- 8.1 Atlas Communications may, at reasonable intervals, publish a revised version of reasonable modifications of these terms under this Agreement together with a notice stating when such terms will come into force. These will be published on our website www.titanicbroadband.co.uk or alternatively can be requested from us by email arc@titanicbroadband.co.uk . If the Customer continues to use the service after such date, then the customer shall be deemed to have accepted these revised terms with effect from the specified date.
- 8.2 Atlas Communications shall have the right to modify the Agreement at any time so as to comply with any law or regulation or other requirement applicable to or imposed upon Atlas by any competent authority.
- 9. GENERAL**
- 9.1 Neither party shall be liable in respect of any breach of this Contract due to any cause beyond its reasonable control including but not limited to: Act of God, inclement weather, flood, lightning or fire; industrial action, act or omission of Government, or other competent authority, riot, war or act or omission of any other party for whom that party is not responsible.
- 9.1 These Terms and Conditions are governed by and shall be construed in accordance with the Laws of Northern Ireland and the Customer hereby submits to the exclusive jurisdiction of the Northern Irish Courts. Subject to clauses 1.3 and 3.1 this Agreement represents the entire agreement between the parties. No variations to these Terms and Conditions shall be valid unless in writing and signed by both the parties hereto.
- 10. BROADBAND PERFORMANCE**
- 10.1 . Speeds are not guaranteed and will vary depending on various factors such as proximity to your local exchange your internal wiring, whether you are using a wired or wireless connection to your router, broadband network demand and local availability.
- 10.2 Your broadband speed will vary dependent on how busy the Atlas network is, the speed of the Internet and of the websites you are viewing, the specifications of your own computer(s), whether you are sharing your connection with others in the premises, whether you are using a wired or wireless connection and whether you have any hardware or spyware slowing down your computer. Atlas Communications is not responsible for these.
- 10.3 Atlas Communications service is considered to terminate at the broadband router that we supply as part of the service that we supply. Internal distribution of the service around the customer's property (whether wired or wireless distribution) is not Atlas' responsibility. Atlas is not responsible for the extent of Wi-Fi signal coverage within a customer's premises from the Atlas supplied broadband router.

11. FAIR USE POLICY

- 11.1 Atlas Communications (NI) Ltd do not cap beyond customers who are making heavy and constant use of the service on a basis that may affect other users of the service and including (but not limited to) the following:
- 11.2 Unlawful, fraudulent, criminal or otherwise illegal activities.
- 11.3 Sending, receiving, publishing, posting, distributing, disseminating, encouraging the receipt of, uploading, downloading, recording, reviewing, streaming or using any material which is offensive, abusive, defamatory, indecent, obscene, unlawful, harassing or menacing or a breach of the copyright, trademark, intellectual property, confidence, privacy or any other rights of any person.
- 11.4 Sending or uploading unsolicited emails, advertising or promotional materials or chain letters.
- 11.5 Knowingly or negligently transmitting or uploading any electronic material (including, without limit, files that contain viruses, corrupted files, or any other similar software or programs) which is known or likely to cause, interrupt, damage, destroy or limit the functionality of any computer software, hardware or telecommunications equipment owned by Atlas or any other Internet user or person.
- 11.6 Activities that invade another's privacy, cause annoyance, inconvenience or needless anxiety to any person.
- 11.7 Activities that are in breach of any other third party's rights, including downloading, installation or distribution of pirated software or other inappropriately licensed software, deletion of any author attributions, legal notices or proprietary designations or labels in any file that is uploaded, falsification of the origin or source of any software or other material.
- 11.8 Anything that may disrupt or interfere with Atlas network or services or cause a host or the network to crash.
- 11.9 Launching "denial of service" attacks; "mailbombing" attacks; or "flooding" attacks against a host or network.
- 11.10 Granting access to your broadband services to others not residing at or located at the premises at which these Internet services are provided.
- 11.11 Making excessive use of, or placing unusual burdens on the network, for example by sending or receiving large volumes of email or excessively large email attachments.
- 11.12 Circumventing the user authentication or security process of a host or network.
- 11.13 Creating, transmitting, storing or publishing any virus, Trojan, corrupting programs or corrupted data.
- 11.14 Collecting, streaming, distributing or accessing any material that you know, or reasonably should know, cannot be legally collected, streamed, distributed or accessed.
- 11.15 Our fair usage policy identifies the small number of heavy users (500GB per month and above) and we reserve the right to manage their bandwidth to protect the service for our other Arc customers.
- 11.16 There is no arbitrary capping without warning beforehand. This will be provided in writing.