

Terms of Service – VisionAir Broadband

Last updated: 1 January 2026

These Terms of Service (“**Terms**”) govern the supply of broadband and connectivity services by **VisionAir Broadband** (“**VisionAir**”, “**we**”, “**us**”, “**our**”) to you (“**the customer**”, “**you**”).

VisionAir Broadband is a trading name of **VisionAir Group Limited**, operating in the United Kingdom.

By ordering, using, or continuing to use our services, you confirm that you have read, understood, and agree to be bound by these Terms.

1. Our Services

VisionAir Broadband provides wireless broadband and related connectivity services to residential and business customers.

Service availability, speeds, latency, and performance may vary depending on location, equipment, signal conditions, network load, environmental factors, and third-party infrastructure.

While we aim to provide a reliable service, **we do not guarantee uninterrupted, continuous, or fault-free operation.**

2. Contract Length & Rolling Agreement

All VisionAir Broadband services are provided on a **30-day rolling contract**, unless otherwise agreed in writing.

You may cancel your service at any time by providing at least **30 days’ notice.**

VisionAir reserves the right to suspend or terminate services in accordance with Section 9 of these Terms.

3. Installation & Equipment

- Installation may require access to your property
- Any equipment supplied by VisionAir remains our property unless stated otherwise
- You must take reasonable care of all installed equipment

- You must not tamper with, relocate, modify, or interfere with VisionAir equipment without prior consent

VisionAir may charge for repair, replacement, or recovery of equipment damaged through misuse, negligence, or unauthorised alteration.

4. Pricing, Billing & Payments

- Prices are provided at the time of order
- Installation fees may apply and may be payable upfront or via an agreed payment plan
- Monthly charges are payable in advance
- Failure to pay may result in service restriction, suspension, or termination

All outstanding charges remain payable even if the service is suspended or terminated.

5. Acceptable Use

You must use VisionAir Broadband services in a **lawful, fair, and responsible manner**.

You must not use the service for activities that:

- Are illegal or unlawful
- Cause harm, disruption, or degradation to the network
- Interfere with other customers' services
- Involve fraud, abuse, harassment, or malicious activity
- Circumvent security controls, safeguards, or usage restrictions

VisionAir does not inspect the content of your internet traffic but may take action based on network behaviour, abuse detection, or credible reports of misuse.

6. Network Management & Fair Use

To maintain a reliable service for all customers, VisionAir may apply reasonable network management practices, including:

- Traffic shaping during peak periods
- Fair usage controls

- Temporary restrictions to protect network stability

These measures are designed to ensure fairness and overall service quality.

7. Faults, Maintenance & Downtime

- Planned maintenance may result in temporary service interruptions
- Emergency maintenance may occur without prior notice
- VisionAir will aim to restore service as quickly as reasonably possible

VisionAir shall not be liable for outages or degradation caused by factors outside our reasonable control.

8. Customer Responsibilities

You are responsible for:

- Providing accurate and up-to-date information
 - Maintaining suitable internal wiring, power, and equipment
 - Securing your own devices, networks, and data
 - Ensuring reasonable access for installation, inspection, or repair when required
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9. Suspension & Termination of Service

VisionAir reserves the right to **suspend or terminate services**, with or without notice where appropriate, if we reasonably believe that:

- The service is being used for illegal or prohibited activities
- There is misuse, abuse, or security risk
- The service is causing harm to the network or other users
- Payments remain unpaid
- These Terms have been breached

Where possible, VisionAir will attempt to resolve issues before termination.

Immediate action may be taken where required to protect the network, customers, or legal obligations.

Termination does not remove responsibility for charges incurred up to the termination date.

10. Limitation of Liability, Cyber Security & Network Availability

10.1 Limitation of Liability

To the **fullest extent permitted by law**, VisionAir Broadband shall not be liable for **any loss, damage, cost, claim, or expense** arising out of or in connection with the provision, use, inability to use, suspension, interruption, degradation, or termination of the service.

This includes, but is not limited to:

- Loss of business, revenue, income, or profits
- Loss of data or corruption of data
- Business interruption or downtime
- Loss of contracts, opportunities, anticipated savings, or goodwill
- Reputational damage
- Indirect, incidental, special, or consequential losses
- Any loss arising from reliance on the availability or performance of the service
- Any damage resulting from outages, reduced speeds, faults, congestion, or maintenance

VisionAir Broadband does **not guarantee** uninterrupted or continuous service.

10.2 Cyber Security & Digital Risks

VisionAir Broadband shall not be responsible or liable for **any cyber-related incident**, whether affecting the customer, their devices, internal networks, data, or third-party services.

This includes, without limitation:

- Cyber attacks, hacking, or unauthorised access
- Malware, ransomware, viruses, spyware, or malicious software
- Data breaches or data loss on customer-owned equipment
- Compromise of credentials, passwords, or user accounts

- Security failures of customer devices, Wi-Fi networks, routers, firewalls, or systems
- Loss or damage caused by third-party platforms or cloud services
- Issues arising from misconfiguration or poor security practices

VisionAir does not provide cybersecurity or data protection services unless expressly agreed in writing.

Customers are solely responsible for securing their own devices, networks, and data.

10.3 Network Availability & Uptime

VisionAir Broadband operates a professionally managed network monitored continuously using network management and monitoring systems.

Based on historical performance data, our core network has achieved **approximately 99.9% uptime** (*sourced from our network management and monitoring systems*).

This figure is provided for **informational purposes only** and does not constitute a service level agreement, warranty, or guarantee.

VisionAir shall not be liable for any loss or damage arising from downtime, interruptions, reduced performance, or loss of connectivity.

10.4 Liability Cap

Where liability cannot be excluded by law, VisionAir Broadband's total aggregate liability shall be limited to the total amount paid by the customer for the affected service during the **three (3) months** immediately preceding the event giving rise to the claim.

10.5 Non-Excludable Liability

Nothing in these Terms shall exclude or limit liability for:

- Death or personal injury caused by negligence
 - Fraud or fraudulent misrepresentation
 - Any liability which cannot be excluded under applicable law
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10.6 No Mission-Critical Use

The service is provided on a **best-efforts basis** and is **not intended for use as a sole or mission-critical connection**, including for business-critical, safety-critical, or emergency applications, unless expressly agreed in writing.

11. Changes to Services or Terms

VisionAir may update these Terms or services from time to time. Any changes will be published on our website.

Continued use of the service constitutes acceptance of the updated Terms.

12. Privacy & Data Protection

Personal data is processed in accordance with our **Privacy Policy**, available on our website.

13. Complaints

If you have a complaint, please contact us first so we can attempt to resolve it promptly and fairly.

14. Governing Law

These Terms are governed by and construed in accordance with the laws of **England and Wales**.
