WEBSITE TERMS OF USE / 01

Website Terms of Use

1. About us and these terms

This website is operated by Connected Networks Services Limited ("Connected Networks", "we", "us" or "our"), company registration number 12323257.

Our registered office is Pershore House, Whittington Road, Worcester, WR5 2ZX.

Contact us at customersupport@connectednetworks.io.

These terms govern use of connectednetworks.io and related subdomains where these terms are displayed or linked. Our website and services are intended exclusively for business customers.

Separate terms may apply to particular services, portals or tools. These website terms do not replace or amend any signed order form, Master Services Agreement, Service Level Agreement or other agreement governing services we supply.

2. Website information

Our website describes our business, services and coverage and provides general information about connectivity and network performance.

We take reasonable care when preparing this information, but it may change or become out of date. Articles describe circumstances at the time they were written unless stated otherwise.

Website information does not constitute a binding offer, a guarantee of availability, or advice tailored to your business. Confirm your requirements with us before making purchasing or operational decisions.

3. Budgetary pricing and orders

All prices and results provided through our pricing widget are budgetary estimates only.

They are not binding quotations, guaranteed prices or confirmation that a service can be delivered at a particular address. Final pricing, availability, technical requirements, installation charges, delivery times and contractual terms must be confirmed through our quotation and ordering process.

Using the widget, selecting an address, submitting requirements, sending an enquiry or receiving an automated response does not create an order or a contract for services.

An order is created only through a signed order form. The applicable order form and service agreements govern that order and the services supplied.

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Using our website

4. Information you submit

Please provide accurate information when using our forms or tools and ensure you are authorised to submit it on behalf of your business.

Do not submit passwords, access credentials or other sensitive information through general enquiry forms unless we have specifically requested it through an appropriate secure channel.

Our Privacy Notice explains how we handle personal information. Our Cookie Policy explains our use of cookies and similar technologies.

5. Permitted use

You may use the website for lawful business purposes, including evaluating our services and sharing relevant information internally.

You must not:

- Attempt to gain unauthorised access to the website, its systems or another person's account.
- Introduce malicious software or interfere with the website's operation.
- Bypass security measures, access restrictions or rate limits.
- Use automated requests in a way that disrupts the website or its tools.
- Submit unlawful, fraudulent or misleading material.
- Impersonate another person or falsely claim a connection with us.

6. Intellectual property

Unless otherwise stated, intellectual property rights in the website and its content belong to Connected Networks or our licensors.

You may view, download and print reasonable extracts for your business's internal use, provided you retain relevant copyright notices and do not misrepresent the material or its source.

You must not reproduce substantial parts of the website for commercial redistribution, sell our content, or use our branding in a way that suggests endorsement without our written permission.

Third-party names, logos and materials remain the property of their respective owners. Nothing in these terms overrides rights granted by law or an expressly stated licence.

Website responsibilities

7. Third-party websites and tools

The website may contain links to third-party websites or include tools provided by third parties. These may have their own terms and privacy information.

A link does not, by itself, mean we endorse the linked website or everything it contains. We do not control third-party websites and are not responsible for their content or availability.

This does not affect our obligations under any agreement for services we supply to you.

8. Website availability and security

We may update, suspend or withdraw parts of the website. We do not guarantee uninterrupted access or that every feature will always be available.

We take reasonable steps to protect the website, but cannot guarantee that it will be free from vulnerabilities or harmful material. You remain responsible for appropriate security measures on your own devices and networks.

Website availability is separate from the service commitments in your signed service agreements.

9. Liability

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

Subject to that protection, and only to the extent permitted by law, we exclude liability arising from use of, or inability to use, this website for indirect or consequential losses, and for loss of profit, revenue, business opportunities or anticipated savings.

These provisions concern use of the website only. Liability relating to purchased services is governed by the applicable service agreements.

10. Changes to these terms

We may update these terms by publishing a revised version on the website with an updated version number and date.

Changes apply to future use of the website. They do not retrospectively change an existing signed order or service agreement.

11. Governing law and disputes

These terms and any dispute arising from them or your use of the website, including non-contractual disputes, are governed by the law of England and Wales.

The courts of England and Wales have exclusive jurisdiction over those disputes.

For questions about these terms, contact **customersupport@connectednetworks.io**.