



## Broadband

Zen Internet Ltd  
Sandbrook Park  
Sandbrook Way  
Rochdale  
OL11 1RY

<https://www.zen.co.uk>

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### Contract summary

- **This contract summary provides the main elements of this service offer as required by EU law (1).**
- **It helps to make a comparison between service offers.**
- **Complete information about the service is provided in other documents.**

### Service

Fast Broadband - Unlimited

#### ***Speeds of the internet service and remedies***

Normally available speeds shall be provided during your telephone or online order journey, and as detailed in your confirmation of order e-mail.

Where your broadband service is continuously performing below the normally available speed we provided in your confirmation of order e-mail and where we are unable to resolve the issue within 30 days of you reporting this issue to us, then you may terminate our agreement without penalty. Your charges for your use of the services up to the point of termination will remain payable to Zen.

### Price

Shall be as provided to you as part of your telephone order journey or online order journey, and as detailed in your confirmation of order e-mail.

### Duration, renewal and termination

The duration of your contract is provided to you as part of your telephone order journey or online order journey, and as detailed in your confirmation of order e-mail.

You may terminate your contract by providing Zen with 14 days' notice in writing to be sent by e-mail at [cancellations@zen.co.uk](mailto:cancellations@zen.co.uk). If you chose to terminate during the minimum service period, you will be liable for the charges for the entire minimum service period.

After the minimum service period, your contract will continue until you or Zen terminate the service.

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(1) Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code