



EveryRoom Service terms and conditions

Version: 1.0 Issue Date: 13 November 2019

1. What is the Zen EveryRoom service?

The EveryRoom Service maximises the signal from your Router by using Repeater(s) to extend your WiFi signal further round your home.

2. Who is eligible to get the Zen EveryRoom service?

All customers who take broadband services with Zen.

3. What equipment will I receive?

We will send you a single Repeater to extend the signal around your home, however if you are still unable to get a strong WiFi signal, contact our technical support team.

The team will carry out a series of diagnostic tests, to ensure your WiFi Repeaters are positioned in the best place within your home to enhance your WiFi signal. After all of that, if you still don't have a strong WiFi signal in every room we will send you a 2nd (and final) Repeater giving you three WiFi access points throughout the home.

4. Who owns the Repeater?

Zen owns all the Repeater(s) we send to you and we loan them to you to use for as long as you take the EveryRoom service from us.

If the Repeater fails we will replace it without charge as long as you have looked after it in the way we ask you to. However, if you have damaged the Repeater in some way we may charge you a fee to replace it. If a Repeater is faulty or you terminate the EveryRoom service, we may ask you to return the Repeaters to us and we will let you know how to do this.

5. What is the EveryRoom Guarantee?

If your home is no larger than 170 square meters (which is more than double the size of the average UK home*), our EveryRoom service guarantees a signal in every room of your home. This includes all standard rooms like the lounge, bedroom and kitchen; a garage that is accessed without going outside; a converted loft room or basement; and a conservatory/ orangery that is accessed without going outside.

The EveryRoom service does not include any exterior buildings like garages, sheds, summerhouses and annexes; or an unconverted loft, cellar or basement.

If your home is bigger, we will work with you to extend your WiFi as far as we possibly can but unfortunately, we cannot guarantee WiFi in every room.

*Source of average house size: <https://www.labc.co.uk/news/what-average-house-size-uk>

5. What happens if I want to leave the EveryRoom WiFi service?

If you leave the Zen EveryRoom service, you must return all the Repeaters to us using the returns process. We will advise you of this process upon termination, and you will be required to return the Repeaters within 30 days from the termination date, otherwise we'll charge you £130 for each unreturned Repeater. You may also have to pay us early termination charges if you leave the service before the end of the Minimum Service Period. The Minimum Service Period for the EveryRoom service is 12 months. Early Termination Charges would equal the charges due to the end of the Minimum Service Period. After the Minimum Service Period, you need to let us know 30 days before you want to leave the EveryRoom service.

6. What information will Zen collect as part of the EveryRoom service?

We need to use information about the devices connected to your Router (such as the manufacturer and software version), and the connectivity experience (is it slow or dropping out?) so we can best manage your service.

We use this and other personal information related to the service in accordance with our privacy policy, which you can find here https://www.zen.co.uk/resources/docs/default-source/document-library/global-documents/zen-privacy-notice-v2-1-18jun2018.pdf?sfvrsn=651ce146_10

7. Everything Else

These terms don't affect your statutory rights or any other legal rights that you may have. We reserve the right to substitute the equipment for an equivalent, if this is necessary for reasons beyond our control.

These terms and conditions apply in addition to these terms, which you can find here <https://www.zen.co.uk/standard-terms-conditions>