

## **The One Broadband Static IP Address Terms and Conditions**

### **Static IP Terms and Conditions**

These Terms and Conditions ("Terms") apply specifically to the Static IP product ("the Product") offered by The One Broadband ("the Provider"). They are supplemental to and should be read in conjunction with The One Broadband's General Terms and Conditions available on our website <https://theonebroadband.co.uk/terms-conditions/>. By ordering or using the Static IP product, you agree to these Terms.

#### **1. Definition of Static IP**

1.1 A Static IP is a fixed Internet Protocol (IP) address assigned to your broadband connection, which does not change each time you connect to the internet.

1.2 The Product is intended for residential customers who require a Static IP for specific applications, such as hosting servers, remote access, or security purposes.

#### **2. Eligibility and Activation**

2.1 The Static IP Product is available only to customers with an active broadband service provided by The One Broadband.

2.2 You must request the Static IP at the time of your order or via your online account/Customer Services after your broadband service has been activated.

2.3 The activation of the Static IP may take up to 5 business days from the date of your request.

#### **3. Charges**

3.1 The Static IP Product may incur a one-off setup fee and/or a recurring monthly fee. Applicable charges will be communicated to you during the ordering process.

3.2 All fees associated with the Static IP Product are non-refundable unless otherwise stated in our General Terms.

3.3 Failure to pay any charges related to the Static IP may result in the suspension or removal of the service.

#### **4. Usage**

4.1 The Static IP is assigned exclusively to your broadband line and cannot be transferred to another customer or connection.

4.2 You are responsible for ensuring that your use of the Static IP complies with all applicable laws, regulations, and the Acceptable Use Policy of The One Broadband, available on our website <https://theonebroadband.co.uk/acceptable-use-policy/>.

4.3 Misuse of the Static IP, including but not limited to hosting illegal content, spamming, or any other prohibited activities, may result in the immediate termination of the Static IP Product and/or your broadband service.

**5. Maintenance**

5.1 Scheduled maintenance, network upgrades, or unforeseen technical issues may result in temporary unavailability of the Static IP. The One Broadband will endeavour to notify you of any planned downtime where possible.

**6. Limitations of Liability**

6.1 The One Broadband will not be liable for any loss or damage caused by your use of the Static IP, including but not limited to loss of business, revenue, or data.

6.2 The One Broadband does not guarantee uninterrupted access to your Static IP and is not responsible for issues caused by third-party hardware, software, or services.

6.3 The Static IP Product is provided on an "as is" and "as available" basis, and The One Broadband makes no warranties, express or implied, regarding its availability or suitability for your specific requirements.

**7. Termination**

7.1 You may cancel the Static IP Product giving one month's notice by contacting Customer Services. Termination of the Static IP Product will not affect your broadband service unless explicitly requested.

7.2 The One Broadband reserves the right to suspend or terminate the Static IP Product with 30 days' written notice or immediately in cases of misuse or breach of these Terms.

**8. Changes to Terms**

8.1 The One Broadband reserves the right to amend these Terms at any time. Any changes will be communicated to you in writing and/or published on our website at least 30 days before they take effect.

**9. Governing Law**

9.1 These Terms shall be governed by and construed in accordance with the laws of England and Wales.

9.2 Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

For further information or assistance, please contact The One Broadband's Customer Services team at <https://theonebroadband.co.uk/contact/>.