

Terms and Conditions

Router Care

This service, which is chargeable, operates to provide a free replacement router in the event of a router fault or failure. These terms aim to outline the limitations of this service.

1. Router Care & Complete care are offered on a 24-month minimum term, and can be cancelled at any time during that term if no claims have been made, with one month's notice.
2. This service operates on a per connection basis.
3. A maximum of 4 replacement routers will be supplied within any 12 month period.
4. Routers are configured remotely, if a site visit is required it will be chargeable as set out in our 'Standard Tariff'.
5. Should the original make and model not be available we will supply a similar specification.
6. Routers damaged by the user are not covered.
7. Our programming includes only basic configuration. Any complex configuration carried out by Boxx will be chargeable.
8. Cisco routers provided for voice services are not covered by Router Care.
9. Outages caused by a software upgrade are not included assuming the existing router resumes normal service.
10. Faults reported after 1pm will not result in a next day replacement.
11. Router Care will only cover a free replacement of Netgear, TP-Link and Zyxel routers. All other routers are subject to a £50.00 surcharge.
12. At the end of the minimum term, the contract will automatically renew for a period of 24 months, unless specified in the order form.
13. If any claim is made during the minimum term, or the extended term, an early termination fee will be payable for cancellation. The early termination fee will be equal to the cost of the engineering visit or the replacement router, as stated in the 'Standard Tariff' at the time. These charges are due in addition to all other cancellation charges as relevant in Boxx Communications Terms and Conditions.
14. All reasonable requests to diagnose and fix the fault remotely will be explored, this may include but is not limited to resetting your equipment more than once. Your agent will advise at the time of booking an engineer/replacement whether you are covered by the service.
15. Failure to adhere to reasonable requests as advised by Boxx technical support agents will invalidate this service.

The charge for this service is displayed in our 'Standard Tariff', currently £3.50 per ADSL connection or £5.50 per FTTC connection, per month.

Complete Care

This service, which is chargeable, operates to provide all of the benefits of router care, with the additional benefit of:

1. Care Level 3 on the PSTN line for which the broadband connection is supplied on.
2. Sonar 24/7 Monitoring
3. Special Faults Investigator Engineering

The charge for this service is displayed in our standard tariff, currently £10.00 per broadband connection per month.