

Los Olivos - NetSeekers General Terms & Conditions V1.18

1. Any installation fee charged is/was for the labour time cost's and sundry materials used by the installer/s. The equipment fitted, remains the property of NetSeekers.
 2. The equipment should be looked after in a diligent manner by the customer. Any damage or loss to the equipment for whatever reason, should be paid for by the customer. If you wish to put the equipment onto your household insurance cover, we recommend a value of €150. Customers who pay for their Airtime, whole years in advance, get free repairs, except in the case of vandalism.
 3. Airtime connections are charged at €20 per month which excludes IVA (VAT). IVA in Spain is currently 21% so €20 + 21% equates to €24.20. Average download speed available is around 12Mb per second.
 4. As with any Internet Service Provider, we cannot guarantee absolute download speeds, but our speeds are the most stable of any wireless internet service, operating in this area. Please know in the high summer holiday season, some speed fluctuations may be experienced.
 5. The total Airtime speed going into your home, is speed capped at one speed, this will be divided equally amongst the quantity of users within the home. This means for example that if the current speed available is 12Mb/s then 4 users in the home will each be able to draw 3 Mb/s each.
 6. The quality of picture whilst Watching IPTV Programs is not guaranteed by us, because no matter what the salesman who sold you it said, the end picture quality is strongly influenced by the IPTV service computer servers and/or any VPN service in-between.
 7. The IP address of our system is Spanish, therefore a VPN service maybe required to watch some foreign broadcast's (like BBCi Player) for example.
 8. We retain the right to remove the equipment we have installed, if the airtime is not paid for 3 months without prior (provable) consent from us.
 9. It is not permitted to re-distribute or share with another home, the service we provide to you.
 10. Our maintenance obligations extends as far as our router/access point, not beyond.
 11. It is impossible for any fault on our network, to damage any device wirelessly connected to it.
 12. Unlike our competitors, we have not changed our pricing in over 9 years.
 13. Customers who need invoice's, can request them through our customer services department.
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14. We offer a fully legal UK IPTV Service with over 80 UK standard TV channels, which includes 8-day catch-up <https://www.netseekers.net/iptv/iptv.html>

NetSeekers Contact Details

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