

## NetSeekers General Terms & Conditions V1.14

1. Any installation fee charged, is/was for the time and labour costs of the installers. 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 €150.00. (Generally speaking customers who pay by the year, receive free repairs).
3. Connections are charged at €20.00 per month which excludes IVA (@ 21% = €4.20) = Total **€24.20**. Average download speed is 12-15Mb/Sec.
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 the area. Please note in the high summer holiday season, some speed fluctuations may be experienced.
5. The total Airtime going into the apartment/house, is speed capped at one speed, this will be divided equally amongst the quantity of users within the house/apartment. This means for example that if the current available speed is 15Mb, then 3 people using the service at the same time, will each receive a speed of 5Mb.
6. The quality of picture whilst Watching IPTV Programs is not guaranteed by us, because the IPTV providers computer servers (and/or any VPN service in-between), play a major factor in the end picture quality.
7. The IP address of our system is Spanish, therefore a VPN service maybe required to watch some foreign broadcasts.
8. We retain the right to remove the equipment we have installed, if it has not used for 18 months, & where we have not been told that you wish to carry on with our service.
9. It is not permitted to re-distribute the service we provide you with, to others.
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 a device wirelessly connected to it.
12. Unlike our competitors, we have not changed our pricing or T&C's in over 5 years, nor have we said we will bring fibre optic to your house "soon" and then failed to do so.
13. Customers who have asked for an invoice will be sent one at the end of each quarter (normally by email) after payment.

### NetSeekers How To Use Stop/Start Internet Service

1. Internet Airtime is charged at €20 + IVA (@ 21% = €4.20) = Total **€24.20** per whole calendar month. All fees are payable in advance, using standing order, bank transfer or PayPal. Precise instructions on how to pay with PayPal can be found on the reverse (or page 2) of this document
2. The customer contacts Simona at NetSeekers by email ([simona@netseekers.net](mailto:simona@netseekers.net)) at least 7 days in advance (can be much more if you wish) requesting that their internet service be switched on at a specific date. We then (normally within a few days) issue a payment request (back to the email address originally given to us by the customer, at the time of signing up to the service) for the total amount of airtime requested, in whole calendar months. Customers also have the option to pay by bank transfer, see page 2 or reverse side for payment details. Once the amount of airtime has been used up (unless topped up), the service will automatically be switched off by us.
3. Non long term customers who we cannot upgrade their speed to the latest speeds, by configuration change alone, may be asked to make a contribution towards the upgrading of their equipment.
4. Definition of "Airtime per whole calendar month" is as follows. We define a whole month as for example if you tell us to switch on the service from the 8th of March for 1 month, we will make sure that the internet service is switched on from midnight of the 7th and switched off again in the early hours of the morning of the 9th of April. If you ask for example 6 weeks of service, we will charge you for two months of Airtime. Just to remind you, **Airtime is charged in whole months only**
6. No refunds given for early stoppage of service requested by customer.

**PLEASE CHECK OUR WEB SITE FOR LATEST Ts & Cs**

### NetSeekers Contact Details

**Postal Address - Mas De Ametlers 9, Sant Joan De Moro, Castellon, 12130, Espana**

**Email - mark@netseekers.net**

**Customer Services Phone Line - (+34) 964800009**

# A Reminder from Simona on how to use PayPal

## 1. PayPal Payments

Once you have received the amount we have calculated you owe us, calculated by Simona and sent to you by email. We expect you yourself to initiate the PayPal payment, by going to web site

**<https://paypal.me/MarkScotford>**

This payment service comes with a 0% commission charges as long as you **UNTICK** the box saying **“Paying for a good or service? Tick the box, so the eligible purchase's will be covered by our buyer protection”**

**IF YOU LEAVE THE BOX TICKED**, we will be charged commission by PayPal, and we **will** pass this commission charge onto you, the customer.

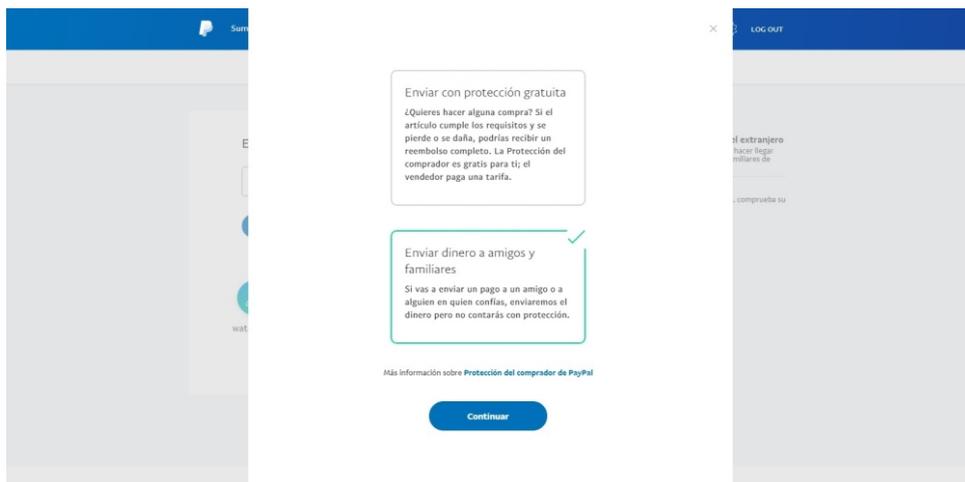
## **YOU MUST TICK THE BOX SAYING**

In English

***“Sending Money To A Friend Or Family”***

In Spanish

***“Enviar Dinero a Amigos y Familiares”***



## **2. If You Wish To Pay By Bank Transfer or Bank Standing Order**

Again, please make sure its you the payee, that pays any charges or commissions made by the bank.

### Spanish Account

Bank: - Bankia  
Branch: - Oropesa, Avenida De La Estación 3,  
Oropesa Del Mar, 12594, España  
Account Name: - Mark Scotford  
Account Number:- 2038 9695 31 3000314059  
IBAN: ES47 2038 9695 31 3000314059  
BIC/SWIFT Code: CAHMESMMXXX

### UK Account

Bank:- National Westminster  
Branch:- Rushey Green, Catford, London, SE6 4BJ  
Account Name:- Mark Scotford  
Account Number:- 87429128  
IBAN GB08 NWBK 6004 3687 4291 28  
Sort Code:- 60-04-36  
BIC/Swift NWBKGB2LXXX  
Compensation Code 000000

Best Regards, Simona