

NetSeekers General Terms & Conditions v1.16

1. Any installation fee charged is/was for the time/labour of the installers. The equipment fitted (including any cabling), 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. (Generally speaking, customers who pay by the year, receive free repairs).
3. Connections are charged at €20.00 per month which excludes IVA (VAT) @21% = €4.20 = Total **€24.20**. Average download speed is 15-20Mb/Sec.
4. As with any Internet Service Provider, we cannot guarantee absolute download speeds, but ours are the most stable of any wireless internet service, operating in the area.
5. The total Airtime speed 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 20Mb, then 4 people using the service at the same time, will each receive a speed of 5Mb.
6. The quality of picture whilst Watching InternetProtocolTelevision Programs is not guaranteed by us, because the IPTV providers computer servers and their internet connection plus or any VPN service in-between, play a major factor in the resultant 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 (without re-imburement) we have installed, if it has not been used for 12 months, & where we have not been informed by email 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/repairs 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 connected wirelessly to it.
12. For the first time since 2014, & specifically because of Covid, we are changing our terms and conditions. We now insist on a minimum payment for the usage of our service of at least two months airtime a year, (even if you don't actually use it). This fee is payable in advance, 1st payment in April 2021 and 2nd in October 2021. Then payable every half yearly afterwards. These two months airtime payments can be used as airtime credits, later & separately in any 1 year period. This change is unfortunate, but our costs (Iberdrola, Fibre Optic Supplier, Equipment Maintenance) have increased with a decrease in paying customers. This new rule of course does not apply to new customers or customers who have already paid 2 months airtime, over the previous 12 months. This rule will not come into effect with new customers, until after you have been with us for 6 months.
13. Customers who have requested a Tax 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 the this document, along with Bank Account details..
2. The customer contacts Simona at NetSeekers by email simona@netseekers.net 2+ days in advance requesting when they would like their internet switched on. We then (normally within a few days) issue a payment request (back to the email address given to us at the time of signing up for our service) for the total amount of airtime requested, in whole calendar months.
3. We will switch on your internet service just before the date you request, and automatically switch it back off again, just after the amount of paid for airtime has been used up (unless topped up of course).
4. Definition of "Airtime per whole calendar month" is as follows. For example you tell us to switch it on for 1 month on the 6th of March, we will switch it on, the night of the 5th of March and switch it back off again on the 7th of April. We only sell airtime in **Whole Months**.
5. No refunds given for early stoppage of service or unused airtime.

**Please make sure to notify us of any changes you make to your
Phone Numbers and/or Email contact details**

Email mark@netseekers.net

Customer Services Dedicated Telephone HotLine - (+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.

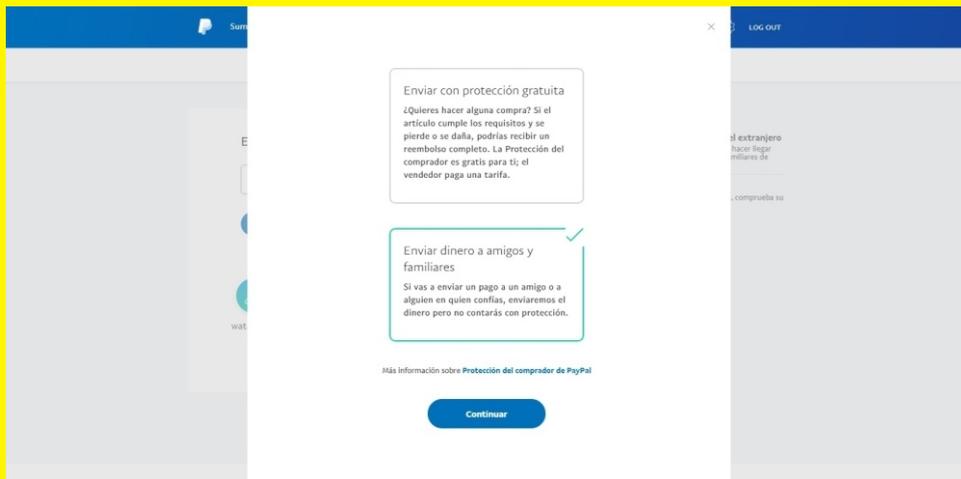
YOU MUST TICK THE BOX SAYING

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.

Do not make Sterling payments into our Spanish account.

Do not make Euro payments into our UK account.

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