

TalkTalk Business

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Broadband Speed Code of Practice

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When you order the Business Broadband or Business Fibre service, you'll receive a welcome pack from us that will include estimates of the following speeds that you can expect:

- a) normally available download and upload speed;
- b) minimum guaranteed download speed;
- c) minimum upload speed;
- d) maximum upload and download speed; and
- e) advertised (headline) upload and download speeds (if we've included them in our advertising).

If your estimates are below our minimum requirements, we won't be able to provide the Business Broadband or Business Fibre service to you.

We'll try to ensure you get the estimated speeds; however, we can't guarantee this. It may take up to two weeks from installation for your speeds to stabilise. If, after this period, you're regularly getting significantly lower download speeds, please contact us by your usual contact method so we can try to help improve your speed. By regularly we mean that your download speed falls below the minimum guaranteed download speed on a daily basis for at least three successive days (whether continuously or intermittently) after you reported the problem to us. We'll try to fix the problem, but you must follow our reasonable instructions when we try to do so (including how to measure the relevant download speed on your line).

If after 30 days following your reporting of the problem to us, your download speed still regularly falls below the minimum guaranteed download speed, you may cancel the service without penalty. The 'minimum guaranteed download speed' is the fastest speed achieved by the bottom 10% of similar broadband customers adjusted to account for the impact of network congestion at peak time (for example, if there are 10,000 customers like you, then we'd compare you with the 1,000 customers who get the lowest speeds and the minimum speed would be the fastest speed of those 1,000 customers). For new products with an initial smaller customer base, we may use congestion measures from a similar existing product.