Residential Broadband Terms and Conditions

For existing No One Internet customers on the Openreach network

Effective: 16 November 2026

Important: No One Internet is not accepting new residential broadband orders. These terms apply to existing residential customers whose service is supplied and billed by No One Internet over the Openreach network. CityFibre residential services are supported and billed by Home Telecom and are not covered by these terms.

1. About us and these terms

1.1 We are No One Internet Ltd, a company registered in England and Wales under company number 13050809. Our company and contact details are in section 24.

1.2 These terms govern the residential broadband service and any add-on service that we continue to provide to you. They form part of your contract with us together with your order confirmation, contract summary, price information and any service-specific terms supplied to you.

1.3 If there is a conflict, your order confirmation or any specific written variation agreed with you will take priority over these general terms.

1.4 Please keep a copy of these terms. They are available in English.

2. Definitions

2.1 In these terms: “Add-on” means an additional service supplied with your broadband, including a VoIP service where applicable; “Content” means information sent, received or stored using the Service; “Equipment” means a router, repeater or other equipment supplied by us; “Minimum Term” means the minimum contract period shown in your order confirmation or contract information; “Service” means the broadband service and any Add-on that we provide; and “User” means anyone who uses the Service.

3. Eligibility and residential use

3.1 The Service is for private residential use at the service address. Normal home working is permitted, but the Service must not be resold, used to provide services to third parties or used for commercial hosting.

3.2 You are responsible for use of the Service by members of your household and anyone you permit to use it.

4. Changes to these terms or the Service

4.1 We may change these terms or the Service where reasonably necessary, including for legal, regulatory, security, technical or operational reasons.

4.2 Where a change gives you a legal right to leave without charge, we will give you at least one month’s notice and explain that right and the period in which you may exercise it.

4.3 We may make changes that do not negatively affect your rights or use of the Service without giving advance notice where immediate action is reasonably required for security, fraud prevention or compliance with law.

5. Equipment supplied by us

5.1 Unless we tell you otherwise in writing, Equipment remains our property.

5.2 You must follow the manufacturer's instructions, take reasonable care of the Equipment, keep it at the service address and not tamper with, alter or dispose of it.

5.3 You must tell us promptly if Equipment is lost, stolen or damaged. We may charge the reasonable replacement or recovery cost where the loss or damage was caused by you or someone for whom you are responsible, excluding fair wear and tear.

5.4 When the contract ends, you must return any Equipment that we ask you to return. We will provide reasonable return instructions. If you do not return it after a reasonable opportunity, or it is returned damaged beyond fair wear and tear, we may charge our reasonable replacement or recovery cost.

5.5 If we confirm that Equipment does not need to be returned, you are responsible for disposing of it responsibly and in accordance with applicable electrical waste requirements.

6. Your own equipment

6.1 You may use compatible equipment where we permit this, but we cannot guarantee that the Service will work correctly with equipment not supplied or approved by us.

6.2 Our support does not normally cover your own router, Wi-Fi equipment, computers, telephones, cabling or other devices. We are not responsible for loss caused by faults in your equipment unless we caused that loss.

7. Acceptable use

7.1 You must not use, or allow anyone else to use, the Service to: (a) break the law or infringe another person's rights; (b) send spam, malware, fraudulent communications or unlawful content; (c) gain unauthorised access to systems, accounts or data; (d) interfere with or disrupt networks, systems or other users; (e) circumvent security controls; (f) operate a service for resale; or (g) attempt, encourage or assist any of these activities.

7.2 You must comply with reasonable instructions that we give to protect the Service, our network, our suppliers or other users.

7.3 We may restrict or suspend the affected part of the Service where reasonably necessary to address unlawful use, fraud, security risk, network harm or a material breach. Where practicable, we will tell you what has happened and what you must do to restore the Service.

8. Account security and information

8.1 You must keep account and security information confidential and tell us promptly if you believe it has been lost, disclosed or misused.

8.2 You must keep your contact and payment information accurate and tell us promptly of any important change.

9. Charges and payment

9.1 You must pay the charges shown in your order confirmation, contract information or latest valid price notification. Recurring charges are payable monthly in advance unless we have agreed otherwise.

9.2 You authorise us and our payment provider to collect amounts due using the payment method you have supplied.

9.3 We will not increase your core broadband monthly price during the Minimum Term unless the amount and timing of any increase were set out clearly in pounds and pence before you entered the contract, or the law otherwise permits it.

9.4 If we increase a recurring price beyond what you agreed, we will give you at least one month's notice and, where required by law, allow you to leave without an early termination charge.

9.5 You must contact us promptly at broadband@noone.co.uk if you dispute a charge. You must continue to pay any undisputed amount.

9.6 If an amount remains unpaid after reasonable notice, we may restrict or suspend the Service. We may charge reasonable costs directly incurred in collecting overdue sums where permitted by law.

10. Support and fault reporting

10.1 Technical support is available by emailing broadband@noone.co.uk. This will create a support ticket for review by an engineer.

10.2 Support covers faults with the Service and Equipment supplied by us. It does not normally cover your own devices, internal wiring, third-party applications or services outside our control.

10.3 We do not guarantee a particular response or repair time unless expressly agreed in writing. We will take reasonable steps to investigate and resolve faults and will liaise with relevant wholesale suppliers where required.

10.4 You must provide reasonable information, access and cooperation needed to diagnose or repair a fault. Any appointment is subject to the access and charging rules explained when it is booked.

11. Service availability and performance

11.1 Broadband speeds and performance may vary because of line conditions, network demand, Wi-Fi, your equipment, the services you access and other factors outside our reasonable control.

11.2 We do not guarantee that the Service will be uninterrupted or error-free. We may temporarily interrupt it for maintenance, repair, upgrades, security or other technical reasons.

11.3 We will take reasonable steps to minimise disruption and, where practicable, provide notice of planned work likely to have a significant effect.

11.4 Any minimum speed commitment or remedy stated in your contract information or applicable Ofcom requirements remains unaffected by this section.

12. Moving home

12.1 Tell us as early as possible if you move home. We cannot guarantee that the same Service, speed or price will be available at the new address.

12.2 If we can provide a service at the new address, we will explain any installation, equipment, term or charge changes before proceeding.

12.3 If we cannot provide the Service at the new address, the contract may end. Any early termination charge will apply only where permitted by your contract and consumer law.

13. Contract duration and ending the contract

13.1 Your contract continues for the Minimum Term shown in your order confirmation or contract information.

13.2 After the Minimum Term, it continues on a monthly basis until you or we end it by giving at least 30 days' notice by email, unless a different notice period has been expressly agreed.

13.3 You may give notice by emailing broadband@noone.co.uk. We will confirm receipt and explain the effective termination date and any valid charges.

13.4 If you end the contract during the Minimum Term without a right to leave free of charge, we may charge an early termination charge. It will not exceed the remaining recurring charges for the Minimum Term, less VAT where applicable, avoided wholesale and service costs, and an appropriate reduction for early receipt. We will provide the calculation on request.

13.5 No early termination charge applies where you have a legal or contractual right to leave without charge, including an applicable cooling-off right or a notified change that gives you such a right.

13.6 We may end the contract on at least 30 days' notice. We may end or suspend it sooner where reasonably necessary because: (a) you materially breach the contract and, where the breach can be remedied, fail to remedy it after reasonable notice; (b) charges remain unpaid; (c) there is fraud, unlawful use or a material security risk; (d) we are required to do so by law or a competent authority; (e) a key wholesale service is withdrawn and no reasonable alternative is available; or (f) you or someone acting for you behaves abusively or threateningly towards our staff.

13.7 Because No One Internet is winding down residential broadband operations, we may arrange a migration or transfer of your Service to another provider. We will give you appropriate notice, explain any action required, and ensure that your legal rights are not reduced without your agreement.

14. What happens when the contract ends

14.1 The Service and any associated rights of use will end on the termination date.

14.2 You must pay charges properly due up to that date and return Equipment where requested under section 5.

14.3 Ending the contract does not affect rights or liabilities that arose before it ended. Terms intended to continue, including liability, privacy and payment obligations, will remain in effect.

15. Our responsibility to you

15.1 Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

15.2 We are responsible for loss or damage that is a foreseeable result of our breach of contract or failure to use reasonable care and skill.

15.3 We are not responsible for loss that was not foreseeable, loss caused by your breach or misuse, or business losses arising from a residential Service. This does not affect rights you have under consumer law.

15.4 We are not responsible for failures caused by third-party networks or events outside our reasonable control, but we remain responsible for taking the steps reasonably expected of us as your service provider.

16. Events outside our reasonable control

16.1 We are not responsible for delay or failure caused by events outside our reasonable control, including failure of wholesale networks, power failure, severe weather, civil emergency, epidemic, industrial action or action by government or a competent authority.

16.2 We will take reasonable steps to reduce the effect of the event and restore the Service.

17. Privacy and communications

17.1 We process personal information in accordance with our privacy policy at https://www.noone.co.uk/privacypolicy and applicable data protection law, including the UK GDPR and the Data Protection Act 2018.

17.2 We may send contractual notices to the latest email or postal address you have given us. You are responsible for keeping those details up to date.

17.3 Service and regulatory messages are not marketing messages and may be sent where necessary to administer your contract.

18. Transfer of the contract

18.1 We may transfer some or all of our rights and responsibilities to another suitable provider, including as part of the wind-down of our residential broadband operations, provided we comply with applicable law and take reasonable steps to ensure that your rights are not materially prejudiced.

18.2 Because the contract is personal to you, you may transfer it only with our prior written agreement, except where consumer law provides otherwise.

19. Complaints

19.1 If you are dissatisfied with the Service, billing or how we have dealt with you, please make a complaint by email to broadband@noone.co.uk or by post to No One Internet, 12 Station Street, Eastbourne, East Sussex, BN21 4RG.

19.2 Please include your name, service address, account or circuit reference if known, a clear description of the issue, and what you would like us to do.

19.3 We will acknowledge the complaint, investigate it, keep you reasonably informed and explain the outcome. You may ask for the matter to be escalated if you are dissatisfied with our response.

19.4 If the complaint remains unresolved six weeks after you first raised it, or we issue a deadlock letter sooner, you may be entitled to refer it free of charge to the Ofcom-approved alternative dispute resolution scheme of which we are a member. We will provide the current scheme details in the deadlock letter and on request.

19.5 Nothing in this section affects your right to seek independent advice or use the courts.

20. Accessibility and vulnerable customers

20.1 We aim to make our support and complaints processes accessible. Please email broadband@noone.co.uk if you need information in an alternative format, assistance communicating with us, or permission for a trusted person to act on your behalf.

20.2 We will take reasonable steps to support customers whose circumstances may make them vulnerable, including because of age, disability, illness, bereavement, financial difficulty or communication needs.

21. Intellectual property

21.1 Software and materials supplied with the Service are owned by us or our licensors. You may use them only as reasonably necessary to receive the Service and in accordance with any applicable licence terms.

22. General terms

22.1 If either of us delays enforcing a right, that does not prevent it being enforced later.

22.2 If part of the contract is found invalid or unenforceable, the remainder will continue to apply.

22.3 Except where expressly stated, no person other than you or us has a right to enforce the contract under the Contracts (Rights of Third Parties) Act 1999.

22.4 Headings are for convenience and do not affect interpretation.

23. Governing law and courts

23.1 These terms are governed by English law.

23.2 If you live in England or Wales, the courts of England and Wales will have jurisdiction. If you live in Scotland or Northern Ireland, you may also bring proceedings in the courts where you live. Your mandatory consumer rights are unaffected.

24. Company and contact information

24.1 Company: No One Internet Ltd

24.2 Company number: 13050809

24.3 Registered office: Archer House, Britland Estate, Northbourne Road, Eastbourne, BN22 8PW

24.4 Correspondence and main trading address: No One Internet, 12 Station Street, Eastbourne, East Sussex, BN21 4RG

24.5 Broadband support, notices and complaints: broadband@noone.co.uk

24.6 Website: https://www.noone.co.uk

Schedule 1 - Cooling-off rights for contracts made at a distance

S1.1 This schedule applies only where you entered a new contract or agreed a qualifying new service at a distance or away from business premises and the law gives you a cancellation right.

S1.2 You may cancel within 14 days from the day after the contract is made, without giving a reason, by emailing broadband@noone.co.uk or writing to No One Internet, 12 Station Street, Eastbourne, East Sussex, BN21 4RG.

S1.3 A clear statement that you wish to cancel is sufficient. You may use the model form below, but you do not have to.

S1.4 If you asked us to start the Service during the cancellation period, you must pay a proportionate amount for the Service supplied before you notified us of cancellation.

S1.5 We will refund payments due to you without undue delay and normally within 14 days of receiving your cancellation notice, using the original payment method unless agreed otherwise.

S1.6 You must provide reasonable cooperation in returning any Equipment requested by us under section 5.

Model cancellation form: To No One Internet Ltd, 12 Station Street, Eastbourne, East Sussex, BN21 4RG / broadband@noone.co.uk. I give notice that I cancel my contract for the following service: [service]. Ordered on: [date]. Customer name: [name]. Service address: [address]. Signature (only if sent on paper): [signature]. Date: [date].