



Coverage Guarantee – Max Wi-Fi Mesh Services only

With our Max Wi-Fi Mesh services, we guarantee Wi-Fi coverage to every internal room in your home (excluding basements and loft space) subject to you selecting the appropriate package as advised by our installations team at the point of installation (“the Coverage Guarantee”). The Coverage Guarantee is based on the internal configuration of your home at the point of installation and will no longer apply if you subsequently make alternations to the internal configuration of your home (e.g. erecting walls or partitions) or any other material that will impact the Wi-Fi signal in your your home.

Should you experience areas within your home where the Wi-Fi signal is too weak, or too unstable, to maintain Wi-Fi connectivity, please contact us and we will fix the issue within 30 days. If we are unable to do so you may end your contract with us without having to pay an early termination penalty.

We will work with you, where possible, to extend the Wi-Fi coverage within your home to find a workable solution for you.