



## **Speed Guarantee – Broadband only**

We guarantee the advertised speed of your broadband service as stated on your order confirmation.

If the speed provided from our network to your router falls below the guaranteed speed for [3] consecutive days (whether consistently or intermittently) please contact us right away and we will diagnose the issue. Speeds achieved at the router will be confirmed by a remote speed test performed by Max Fibre. Speed tests measured at home should be carried out using the speed test facility in my account <https://myaccount.maxfibre.com/> using a hard-wired/ethernet connection to create an accurate reading and a log of the date and time. If we are unable to fix the issue within 36 hours of you first contacting us, we will not charge you until the problem is fixed. If we are unable to resolve the issue and restore the speed to the guaranteed speed (or a speed you are happy with at the correct package price) within 30 days you can end your contract with us without having to pay an early termination charge.

This speed guarantee does not apply to outages or planned maintenance.

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