

toob home broadband: terms and conditions

the intros

hello, we're toob. (toob Limited, officially). We're a company incorporated in England with company number 11051348 and our registered office is at Building 4000, Lakeside North Harbour, Portsmouth, PO6 3EN. **You can contact us by visiting our [contact page](#)** or by calling our friendly team on 02392 065558.

If you have placed an order for our services on or after 21st April 2026 and your name and address appear on your Order Confirmation – hi! **you are a toob customer** and **our Agreement with you is made up of:**

- our Charges and Fees Guide (available at toob.co.uk/legal)
- any terms specific to your chosen services (think Extras like [static IP](#) and complete wi-fi, available at toob.co.uk/legal)
- these toob home broadband terms and conditions
- your Activation Email
- your Order Confirmation email
- your pre-contract information email (look for 'helpful information before you order') and
- our policies (available in the 'policies' section at toob.co.uk/legal).

Please make sure you read these documents carefully, as by placing an order for our services you're agreeing to these terms. If any of the documents contradict each other, the one higher up the list takes priority.

We also recommend taking a look at our Privacy Policy, which includes information about how we use your personal information and can be found [here](#).

the really important stuff:

- **you have a Minimum Contract Period** (which you can find in your Order Confirmation). If you or we end our Agreement before the end of your Minimum Contract Period you may be charged an Early Termination Fee in accordance with our Agreement.
- we provide a **broadband only service**. To use a digital phone service over your toob connection you'll need a separate agreement with a digital phone provider (sometimes known as voice over internet protocol (VOIP)).
- you understand and agree that **you should always have a way to contact emergency services**, for example, by mobile telephone, **as a digital phone service won't work if there's a power outage**. If you use a personal alarm service, you should check this is compatible with your digital phone service.

- **your Monthly Service Price will increase annually.** You can find more information about this below and in your Order Confirmation and Activation Email.
- **an engineer may need to visit your home** and equipment may need to be installed (if not already present or appropriate). **You must give or have permission from the homeowner or landlord** for this work to be done.
- **you can change your mind** and cancel your order without charge any time up to 2pm on the day before your scheduled Activation Date (after this time you may be charged a missed appointment fee) and you can cancel your contract **up to 14 days after your Activation Date** without having to pay an Early Termination Fee.
- **you are responsible for any sums charged by your old provider** for exiting your contract, including when you switch to toob using One Touch Switch
- **your IP address (internet access address) is not fixed and may be changed at any time** unless you purchase static IP.
- you authorise us to take payment for your service (including any Extras) using the Direct Debit you set up at order (or a later date). **If you do not make payment as set out in this Agreement, we may reduce your speeds and cancel your contract.**
- to help you stay connected, **your service will continue after your Minimum Contract Period on a monthly basis unless you choose to end your Agreement.** You will be charged the Rolling Service Price applicable at that time (see our [Charges and Fees Guide](#) for the latest price info).
- We cannot guarantee fault free performance and **the speeds you experience may be affected by things that are out of our control.** We'll always try to fix faults as soon as we can and help with set up advice where we can.
- **we won't compensate you for all losses** for example, where these were unexpected or outside of our control. You can read more about this at section 9. (our responsibility)
- **we may cancel orders**, for example if we're not able to provide our service for legal or technical reasons.
- **specific terms and conditions apply to Extras.** Please refer to these for specific information about, for example, the Minimum Contract Period and options for ending your Extra service.

important words and phrases in these terms

Capitalised words and phrases in these terms and conditions have a particular meaning in our Agreement. To make sure we're all on the same page, we've set these out here:

Activation Date	the date your home broadband service is connected and your Minimum Contract Period for your home broadband service starts. Your Activation Date will be confirmed in your Activation Email (before this you will have a scheduled Activation Date which is subject to
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change – more on this at section 2. (your home broadband contract period) below)

Activation Email	the email we send to you to inform you of your Activation Date
Agreement	these terms and conditions and the other documents we list in 'the intros' section above
Bill Date	the date your toob bill is issued, with your first bill being issued on or within 3 days of your Activation Date and following bills being issued on the same date each month, unless you nominate a different Bill Date
Billing Period	the period of time between each Bill Date
Cancellation Date	the last date of your Agreement and service
Early Termination Fee	this is a fee that's applied if you end your service before the end of your Minimum Contract Period (unless you are allowed to cancel without paying an Early Termination Fee under this Agreement). More information about Early Termination Fees is in our Charges and Fees Guide and in section 5. (charges and payment)
Extra	an additional, optional service such as static IP or complete wi-fi
Minimum Contract Period	this is the period you agree to keep and pay for your chosen service, as set out in your Order Confirmation and confirmed in your Activation Email
Monthly Service Price	the monthly price for your home broadband service (excluding any Extras), as set out in your Order Confirmation (and confirmed in your Activation Email) or, if you are outside of your Minimum Contract Period, in our Charges and Fees Guide
my account	this is the customer account area of our website, available at toob.co.uk/myaccount If you are unable to use my account please contact us
Non-Return Fee	this will be charged if you do not return toob Equipment where required under our Agreement. You can find more information in our Charges and Fees Guide
Order Confirmation	we'll send this by email and it will set out details of your order including your Minimum Contract Period and Monthly Service Price

One Touch Switch	this is an Ofcom initiative which allows you to switch broadband providers by contacting only the new provider. You can find out more about this here
Rolling Service Price	this is the price for our home broadband service after your Minimum Contract Period ends. Our latest pricing can be found in our Charges and Fees Guide
Significant Changes	these are changes to the services or Agreement, other than those we set out in section 8. (changes)
toob Equipment	means any equipment provided to you, or installed in your property, by or for toob (including fibre cables and internal and external fibre boxes) in connection with our Agreement

1. **orders**

we can only accept orders to homes where our service is available. You can check whether your home is toob-ready by using the postcode checker on our website or by [contacting us](#).

you're responsible for the costs of leaving your existing supplier. Whether you choose to use One Touch Switch or manage your switch yourself, we won't be responsible for any sums charged by your existing provider so please check you're happy with any early termination fee they may charge and any other financial impact that may result from your switch.

you're responsible for cancelling your existing service unless we confirm we'll handle it. If you choose not to use One Touch Switch or this isn't available or confirmed, you must contact your existing provider to cancel your existing service and end your agreement. In the unlikely event that something goes wrong with the One Touch Switch process and you think your old provider hasn't ended your agreement, please let us know as soon as possible.

we'll send you an Order Confirmation to confirm acceptance and details of your order. Please review this carefully and [contact us](#) if anything looks incorrect.

we may reject or cancel orders in certain circumstances, for example:

- where a physical or technical issue means we can't deliver our service to your address or something needs to be resolved before we can
- we have previously ended an agreement with you because you didn't meet your obligations
- in the circumstances set out at section 7. (our right to suspend or end the Agreement)

you must provide us with your contact details and help us keep them up to date. This is so we can send you important documents by email (like your Order Confirmation), keep you updated on your order and contact you during our Agreement. We'll also

need a UK mobile number and email address to enable your access to [my account](#). You understand that if you do not notify us of any corrections or changes to your contact details, you may miss out on important communications. You also agree to receive important communications, like your pre-contract information, by email.

2. **your home broadband contract period**

your scheduled Activation Date is subject to change. We'll include this in your Order Confirmation and let you know about any changes. You can ask us to move your Activation Date up until 2pm on the day before.

we'll send you an Activation Email to confirm your Activation Date once we have completed any works and your new broadband service is live.

your broadband service Minimum Contract Period starts on your Activation Date and continues for the Minimum Contract Period stated on your Order Confirmation (and confirmed in your Activation Email). Any Extras you purchase may have different start dates and Minimum Contract Periods depending on when you order them. Our specific terms and conditions for Extras cover these details.

if you end your Agreement or service during your Minimum Contract Period an Early Termination Fee will apply except in limited situations (explained at section 6. (ending your Agreement) below.

after your Minimum Contract Period ends your broadband service will continue unless you cancel it in accordance with these terms. Your Monthly Service Price will change to our Rolling Service Price at that time (more on this at section 5. (charges and payment)). Don't worry, we'll contact you around 30 days before to remind you of your Minimum Contract Period end date and the options available to you.

3. **getting set up & toob Equipment**

you may need new equipment installed in your home if your home does not have toob Equipment installed or this needs updating. We'll let you know if this is the case and agree a date to complete your installation.

we'll provide you with a router. If you're an existing toob customer starting a new Agreement, in most cases you can continue to use your existing router. If you have changed your service and a new router is needed, we'll let you know and send this to you.

we need your co-operation to get and keep your toob Equipment up and running. In particular, we need you to:

- give **permission**, and have the permission of the homeowner or landlord, for us to install, operate and maintain the toob Equipment in your home (by proceeding you confirm you give and have this)
- **provide clear and safe access** to your home at the agreed time (remember, someone aged 18+ must be present)

- **agree the location** for the toob Equipment across your property and into and within your home (please note, two mains power sockets are required, and we can only install to the main building of your home via the available route, which could be under or overground)
- work with our team to run any **troubleshooting** tests (you'll need to use the router we provide to run these)

Without your co-operation, we will not be able to set up or restore your service and may cancel your order or end your Agreement. You may also be charged for failed appointments (see more at section 5. (charges and payment)).

we may not be able to get your service set up for safety, technical or other reasons. If you still want home broadband service from toob and we can schedule a follow-up appointment to get you up and running, we can arrange this. If not, and your Minimum Contract Period hasn't started we may cancel your order. For more information about our responsibility in these situations, please see section 9. (our responsibility).

when switching to toob we recommend keeping your existing service until your new toob service is successfully activated. If you switch to toob using One Touch Switch, this will be taken care of for you.

we'll maintain the toob Equipment in your home during your Agreement and try to fix any faults as soon as we can as long as you co-operate with us to enable us to do this. We are not responsible for any non-toob Equipment (e.g. routers) you may use with our service or for how these may affect your service.

you must take reasonable care of toob Equipment. This belongs to us (except for the router) and you agree that it won't be uninstalled without our consent. If you find any damage, you must report this to us as soon as possible and charges could apply (see section 5 (charges and payment) and our [Charges and Fees Guide](#)).

if you leave toob, your router can be reused or recycled at your local recycling point. To find out more about recycling your router, see the recycling your router document [here](#).

4. **your service**

your service doesn't include telephony. If you need a fixed telephone service this can be provided by a third-party digital voice provider.

your toob service won't work in the event of a power outage so you must have an alternative way to contact emergency services, for example, a mobile phone. If you require, or are dependent on, a fixed telephone service, please [contact us](#).

maintenance work may impact your service. We'll always try to avoid or minimise disruption to your service, but where this is necessary to fix, maintain or update our network, we'll give you as much notice as reasonably possible.

your use of the service must be in accordance with our acceptable usage policy. This also applies to anyone you allow to use your service, and you agree that you're responsible for how they use it. You can read the policy at toob.co.uk/legal.

your service includes a dynamic IP address which is not fixed and may be changed at any time without notice (unless you purchase [static IP](#)). This belongs to toob and may not be transferred or sold.

5. charges and payment

you are responsible for paying the charges for the services we supply to you (including any Extras). The charges applicable to your services are set out in your Order Confirmation(s), Activation Email and our [Charges and Fees Guide](#).

we charge other amounts as set out in our Charges and Fees Guide including:

- installation fee: if a fee for installation of toob Equipment applies this will be detailed on your Order Confirmation
- missed appointment fee: if an appointment can't go ahead (because you're unavailable or haven't done something we needed you to do) and you do not notify us before 2pm on the day before the appointment, a missed appointment fee may be added to your bill
- Early Termination Fee: if you or we terminate your Agreement or a service (including Extras) during your Minimum Contract Period for that service, except in limited situations (explained at section 6. (ending your Agreement) below) an Early Termination Fee will be charged
- late payment fee: if you don't make payment when due under this Agreement, a late payment fee may be added to your bill or collected when payment is made
- service restoration fee: if any toob Equipment is damaged and has to be repaired or replaced because you haven't taken good care of it, we may charge a service restoration fee
- Non-Return Fee: if you don't return any toob Equipment as required under our Agreement, or it is damaged because you haven't taken reasonable care of it, we may charge a Non-Return Fee
- Rolling Service Price: this is the monthly price you will pay for your service after your Minimum Contract Period ends, unless you start a new Agreement.

payment for your service is by Direct Debit and you must set up and maintain a Direct Debit during your Agreement. By placing an order, you confirm you are authorised to set up the Direct Debit and agree for us to use this to collect payment for the amounts due under this Agreement. You agree that if you have an existing Direct Debit with toob, any additional orders you place (for example, Extras) and any other charges you incur in accordance with this Agreement, will be charged using this Direct Debit. You can make changes to your Direct Debit in [my account](#) any time before your Bill Date each month.

payment for recurring charges will be collected monthly in advance, within 5 days of your Bill Date. You can change your Bill Date after your Activation Date in [my account](#).

You'll receive a partial bill when the change is made and at the end of your Minimum Contract Period (including if this ends early). Payment for partial bills will be collected by Direct Debit within 5 days.

your Monthly Service Price will increase annually as set out in your Order Confirmation and Activation Email.

6. ending your Agreement

you have the right to change your mind and cancel your order. You can do this by [contacting us](#) up to 2pm on the day before your scheduled Activation Date or within 14 days of your Activation Date (our cooling off period) and we'll refund your first Monthly Service Price and we won't charge an Early Termination Fee. We won't refund any installation fee. You can find an optional cancellation form [here](#).

if we accept an order to change your broadband service, we will end your Agreement and a new Agreement will start. If this change is during your Minimum Contract Period, as long as you keep and pay for your new service after your cooling off period, you will not be charged an Early Termination Fee for ending your old Agreement early.

if you move home during your Minimum Contract Period you must start a new Agreement at your new address to avoid paying an Early Termination Fee. If you do not start a new Agreement in your new home, or you do not keep and pay for your service after your new cooling off period, you will be charged an Early Termination Fee (for ending your old Agreement early). This applies even where broadband is not available at your new home.

if there is a significant issue with our service, you may be able to end your Agreement without paying an Early Termination Fee. If the quality of service is seriously reduced for a significant period or we do not meet essential obligations of the Agreement within a reasonable time, you can end your Agreement and no Early Termination Fee will apply.

if we make Significant Changes to your service or Agreement, you can end this Agreement without paying an Early Termination Fee as long as you tell us within 30 days of our notification about the change. You can see the changes we are allowed to make in the section 8 (changes) below.

you don't have to contact us to end your Agreement if you use One Touch Switch (and your new provider has confirmed a switch has been set up) as your new provider should let us know. On the date of your switch, we will end your Agreement and service and within 30 days of your switch we'll issue a bill showing:

- any refund for services you paid us for but did not receive (if your switch happened before the end of your Billing Period)
- any amounts still to be paid to us for services you received but had not paid for
- any Early Termination Fees that must be paid (if you switched during your Minimum Contract Period).

if you don't use One Touch Switch to switch from toob, to cancel your Agreement and end your service:

- within your Minimum Contract Period (remember, an Early Termination Fee may apply): you must give us at least 30 days' notice
- outside of your Minimum Contract Period (no Early Termination Fee will apply): you must give us notice at least 7 days before your next Bill Date

7. **our right to suspend or end the Agreement**

we can suspend supply of your service:

- to deal with technical problems or make improvements or minor technical changes
- to update our service to reflect changes in relevant laws and regulatory requirements
- to protect our network and other customers where we detect usage on your service that is not in accordance with our [acceptable usage policy](#).

We'll always try to schedule works at times that minimise disruption.

if you don't pay a bill (or part of it) when due:

- we'll send you a reminder that payment is overdue
- if you haven't made payment 7 days after the reminder is sent, we may reduce your service to 1 Mbps download and upload speed until payment is received by us
- if you still haven't made payment 14 days after your service has been reduced, we may end your service and our Agreement (including any Extras), and you may be charged an Early Termination Fee for any services (including Extras) still within the Minimum Contract Period.

we can end our Agreement or cancel one or more of your services if you (or someone acting on your behalf or with your permission):

- repeatedly fail to make payment to us when it's due
- don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the service, for example providing access for a required installation
- act in an inappropriate, abusive or intimidating way towards our staff
- provide inaccurate, misleading or false information
- use the service in a manner that is not in accordance with our [acceptable usage policy](#) and this usage doesn't stop when we notify you (or it happens again)
- make repeated complaints or claims which we reasonably deem to be vexatious or an abuse of our processes

we'll contact you if we are suspending or ending a service or our Agreement. We will do this in advance unless the issue is urgent or an emergency.

8. **changes**

you may only make changes to your services during your Minimum Contract Period with our agreement. You may be able to make some changes, like adding Extras, in [my account](#). If you wish to make other changes, you should [contact us](#) to discuss what is possible.

we may make minor changes to our services and Agreement as long as these are technical, administrative or operational adjustments (for example to add new services) or to reflect legal or regulatory changes.

we pass on increases in VAT. If the rate of VAT changes during our Agreement, we will change your Monthly Service Price to reflect this.

9. **our responsibility**

we'll take care to avoid any damage during installation and will make good any damage caused to the structure of your home (brickwork, render, roof and so on) but you accept that installation may cause damage to decoration and, except for damage caused by our negligence, we won't be responsible for any redecoration.

if your service isn't performing as expected please contact us so we can try to put things right. While we can't guarantee fault-free performance, our teams can help with troubleshooting and arrange equipment repair or replacement as needed.

your service may be affected by factors outside of our control and we won't be responsible for this. The limitations of wi-fi mean that factors like router positioning, device capability, wall thickness and interference will impact the actual wi-fi speeds you experience.

we're not responsible for failures or delays outside our control. If our supply of the services is prevented by an event we can't control, for example because third party infrastructure like ducts are blocked, we'll contact you as soon as we can to let you know and will do what we can to reduce the delay. As long as we do this, we won't compensate you for the delay, unless specifically set out in our [switching compensation policy](#), but you can [contact us](#) and you may be able to end your Agreement and receive a refund of any installation fee or other pre-paid amount.

we're not responsible for losses you suffer because of us breaking our Agreement if the loss is:

- **unexpected**
- **caused by a delaying event outside of our control**
- **avoidable:** something you could have avoided by taking reasonable action, including following our reasonable instructions.

we're not responsible for loss or damage caused by your use of the services to access the internet. You must ensure that you take care when accessing the internet and use anti-virus software and other protections as appropriate.

we're not responsible for business losses. To the extent you use the service for the purposes of your trade, business or profession then, except in respect of any liability which cannot legally be limited, our total liability to you for all losses arising under or in connection with our Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, will be limited to what you paid for the product and all claims for loss of profit or indirect or consequential loss are wholly excluded.

10. **your options if you're unhappy**

our customer services team will do their best to resolve any problems you may have with us or our services in line with our complaints policy. In some circumstances you may be able to end your Agreement, without paying an Early Termination Fee if you are still in your Minimum Contract Period. More information about this is included at section 6. (ending your Agreement).

an independent ombudsman is available to you if you wish to use the services of this independent body. More information is available in our [complaints policy](#).

if you're not satisfied with the outcome you can go to court. These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

11. **other important terms**

the language of this Agreement is English and we provide customer support in English.

we can transfer our contract with you, so that a different organisation is responsible for supplying your service. We'll contact you to let you know if we plan to do this. If you're unhappy with the transfer you can [contact us](#) to end the contract within 30 days of us telling you about it and we'll refund any payments you've made in advance for services not provided.

nobody else has any rights under this Agreement. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to agree to end or change it.

if a court invalidates some of this Agreement, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

even if we delay in enforcing this Agreement, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.

static IP: terms and conditions

if you order static IP as an Extra, and you placed your home broadband service on or after 21 April 2026, these terms and conditions will apply to your order and use of this service (together with our applicable home broadband terms and conditions and other documents making up our Agreement).

capitalised words and phrases in these terms and conditions have a particular meaning in our Agreement and are explained in our home broadband terms and conditions (v2 – for orders from 21 April 2026).

you can order static IP at any time during your Agreement. You can select it as an Extra when you place your home broadband order or you can add it at any time in [my account](#) or by [contacting us](#).

your static IP service will start on your Activation Date (if added before this) or straight away (if added after). Details will be sent to you by email as part of your static IP Order Confirmation.

you can only purchase one static IP for your service

the current fee for our static IP service is set out in our Charges and Fees Guide. This will be added to your bill and collected monthly by Direct Debit within 5 days after your Bill Date.

your static IP may change and we will notify you if this is the case. While we try to avoid changing it, we cannot guarantee that you can keep the same static IP address for the whole of your relationship with us, particularly if you change or upgrade your service or you move home. If we're aware that your static IP address will change, we will try to give you as much notice as reasonably possible.

your static IP service continues on a monthly basis and can be cancelled by you or us at any time. As long as you let us know at least 7 days in advance of your next Bill Date, your static IP service will end at the end of your current Billing Period.

if you or we end the Agreement, your static IP will also be cancelled. We are only able to provide static IP in connection with our main broadband service.