E-volve Solutions Terms and Conditions for Residential Customers

Effective Date: January 2026

Overview

These terms and conditions ("Terms") apply to the broadband service ("Service") provided by Evolve Solutions Ltd. ("we", "us", "our") to residential customers ("you", "your"). Please read these Terms carefully as they form a legally binding agreement ("Our Agreement") between you and us.

Key Points

- Service Details: The services you ordered are detailed in your Contract.
- Cancellation: You can cancel within 14 days of activation without an Early Termination Charge. See Section 10 for details.
- Your Obligations: Follow the requirements in Section 6 and, if applicable, Section 7 for telephone services.
- Our Responsibility: We aim to provide high-quality service. Our liability is limited in certain situations (Section 22).
- Payment: Payment details are in Section 18. Costs are detailed in your Contract.
- Ending the Agreement: You can end the agreement after the 14-day cancellation period. Early Termination Charges may apply (Section 24).
- Moving Home: See Section 23 for details on what happens if you move.
- Changes: We can change the services or Terms at any time (Section 27).
- Privacy: Our Privacy Policy explains how we handle your personal information.

Detailed Terms

1. **Who We Are**
   E-volve Solutions Ltd., registered in England and Wales (Company No. 06925858). Registered office: 2nd Floor, The North Mill, Darley Abbey Mills, Derby DE22 1DZ. VAT No. 972 1915 07.
2. **Our Agreement**
   Your order, these Terms, our Acceptable Use Policy, Privacy Policy, Cookie Policy, and Our Agreement. If documents conflict, follow the higher-listed document.

3. **Special Offers**
   Details of any special offers are in your Service Confirmation Email. These override conflicting Terms.
4. **What We Provide**
   We provide the ordered Service, necessary equipment, installation services, and customer support. Services are available only at addresses within our coverage area.
5. **Service Activation**
   Service activation may take time. The minimum commitment period starts when the Service is active. Monthly rolling contracts require 30 days' notice to end.
6. **Your Obligations**
   You must:

- Be the current occupier of the property.
- Provide a valid email and phone number.
- Follow our Acceptable Use Policy.
- Use the Service for domestic purposes only.
- Keep passwords secure.
- Pay all charges on time.
- Notify us of any changes to your contact details.

7. **Add-On Telephone Service**
   Our telephone service depends on our broadband network. It may not work during power or network failures. Emergency calls to 999 or 112 are free but may not work during outages.
8. **Credit Limit**
   A monthly credit limit applies to call charges. Exceeding this limit may restrict your service.
9. **Number Porting**
   You can port your existing number to our network. Incorrect information may cause porting failures and charges.
10. **Cancellation Period**
    You can cancel within 14 days of activation without an Early Termination Charge. You must return our equipment in good condition.
    10a. Order Cancellation Prior to Installation
    If you cancel your order after it has been accepted by e-volve Solutions Ltd but before the service has been installed or activated, you may be required to reimburse e-volve Solutions Ltd for any reasonable costs already incurred in preparing or provisioning the service. Examples include but are not limited to:

- Network planning or Survey costs
- Engineer visits or booked installation appointments
- Infrastructure or equipment ordered specifically for your property
- Supplier charges or third party installation fees

  e-volve Solutions Ltd will provide a breakdown of any such charges upon request. Charges will not exceed the actual costs incurred in preparing the installation. If cancellation occurs withing the 14-day cooling off period, no charges will apply unless installation or provisioning work has already begun at your request.

11. **Services Ordered by a Manager**

    If a landlord or similar orders services for your property, they are our customer. You must comply with these Terms as if you were our customer.

12. **Installation**

    Installation requires access to your property. Standard and bespoke installation fees apply. You must agree to any bespoke installation work and fees.

13. **Engineer Visits**

    Engineer visits are required for installation, repairs, and maintenance. Fees apply for missed appointments or unnecessary visits.

14. **Equipment and Apparatus**

    Our equipment and apparatus remain our property. You must keep them in good condition and return them when the agreement ends.

    All electronic communications apparatus including fibre optic cables, cabinets, ducts, termination equipment and associated infrastructure installed by e-volve Solutions Limited shall remain the sole property of e-volve Solutions Limited and shall not vest in the Customer or form part of the Customer's assets.

15. **Faulty Equipment**

    Report faulty equipment to Customer Services. We will repair or replace it if necessary. Charges apply for non-faulty returns or customer-caused damage.

16. **Support availability and Service Levels**

    We're here to support you every day between 08:30am and 17:30. During these hours, you can contact us for help with any issues or questions, and our team will do their best to assist you as quickly as possible.

    Outside of these hours, your call may be answered by our Customer Care Team. They'll be happy to take your details and a message, which will be passed on to our support team. Please note that they won't be able to provide technical support, but we'll pick things up as soon as we're back

online.

We aim to respond to requests within the following timeframes:

URGENT Issues- within 6 hours

STANDARD Issues- within 12-24 hours

We'll always try to resolve things as quickly as possible. However, some issues may take a little longer, especially if we need to work with third-party providers such as equipment manufacturers or network providers. If that happens, we'll keep you informed.

17. **Changing Your Service**
    You can change your broadband or telephone service. Changes may affect your minimum commitment period and charges.
18. **Payment**
    Charges include a monthly Service Fee, call charges, and one-off fees. Payment is by direct debit. Late payments incur interest and fees. Please note an admin fee of £5 + VAT is applicable to all accounts that pay via any method other than direct debit.
19. **Non-Payment**
    We may suspend or end your service for non-payment. Debt collection agencies may be used, and their costs added to your debt.
20. **Renewal**
    Upon the conclusion of your initial term, we will offer you renewal terms via email. Alternatively, if you choose not to renew and go onto a rolling contract, your services will increase by £10 per month.
21. **Service Quality**
    We aim to provide continuous, high-quality service but cannot guarantee fault-free service. Wireless connections may reduce speed.
22. **Our Responsibility**
    Our liability is limited to £10,000 for all claims in a 12-month period. We are not liable for indirect or consequential losses.
23. **Moving Home**
    Contact Customer Services if you move. Early Termination Charges apply if you end the service within the minimum commitment period.
24. **Ending the Agreement**
    You can end the agreement with 30 days' notice. Early Termination Charges apply if within the minimum commitment period.
25. **Our Right to Suspend or End Services**
    We can suspend or end services for misuse, non-payment, or other breaches of these Terms.

26. **Returning Equipment**
    Return our equipment within 14 days of the agreement ending. Charges apply for non-return or damage.
27. **Changes to Services or Terms**
    We can change services, charges, or Terms. Significant changes will be communicated 30 days in advance.
28. **Complaints**
    Contact Customer Services for complaints. Our Complaints Code explains the process.
29. **Contacting Us**

- Phone: 01332 477577
- Email: clientsupport@e-volvesolutions.net
- Online: www.e-volvesolutions.net

30. **Other Terms**

- Our Agreement is governed by English law.
- We may transfer our rights and obligations to another entity.
- Each part of Our Agreement operates separately.