

CHANGES TO OUR TERMS AND CONDITIONS

We have recently made changes to our terms and conditions in order to make things more clear and easier to understand for our customers, while also ensuring we are compliant with all new regulations which have come into effect in the last while.

Please see an outline of the changes made to our terms and conditions below.

Introduction

We have made changes to the introductory paragraph in order to document and notify of both the company name (Fast Wireless Internet Ltd.) and the trading name (ARRA Communications).

Section 2.2

Previous document required all installations to occur within a 15Km radius of an ARRA Communications AP Location. Our new contract allows for installations in excess of this, however it also notes that these premises may result in a reduced or restricted offering of service. In all instances, an ARRA Communications Engineer will conduct a feasibility assessment for services. This assessment may show a poor probability of reliable service in which case, neither party will have any further liability to the other.

Section 2.4

Previous document stated "adequate notice" in place of a defined value. Have now defined adequate notice as one (1) month in relation to notice periods.

Section 2.5

Previous documents section 2.5 has been removed in full. In the new document, section 2.5 is the old 2.6.

Section 2.6

Cleaned up wording, no functional change.

Section 2.7

This is a new section entirely and advises of the customers right to a fourteen (14) day cooling off period.

Section 2.8

Cleaned up wording, no functional change.

Section 2.9

Cleaned up wording, no functional change.

Section 2.10

Cleaned up wording, removed €155.00 early termination fee and referenced to section 2.1(b) rather than defining early termination in multiple locations.

Section 3.1

Cleaned up wording, made note of equipment instructions on the ARRA Website.

Section 4.1

Cleaned up wording, no functional change.

Section 5.1

Cleaned up wording, changed appropriate notice to one (1) month. Also introduced advise to customer that as this is a contract modification they may cancel without penalty as a result of the changes if they are unsatisfactory.

Section 5.2

Cleaned up wording, no functional changes.

Section 5.3

Adjusted value of administrative fee (failed direct debit fee) to €5.00

Section 6.1.1 – Section 6.1.5

Cleaned up wording, included reference to GDPR regarding data processing.

Section 6.3

Included website URL

Section 6.6

Cleaned up wording, no functional change.

Section 6.8

Cleaned up wording, no functional change.

Section 7.3

Cleaned up wording, simplified.

Section 7.4

Cleaned up wording.

Section 7.6

Previous documents section 7.6 has been removed. Section 7.7 has become re-ordered to 7.6.

Section 8.1

Required inclusion of what is defined as a minimum period.

Section 8.2

Cleaned up wording and formatting, no functional change.

Section 8.4 – Section 8.8

Section 8.8 has been replaced by section 8.4 in the new terms and conditions. Updated wording and formatting.

Section 8.5

The old document section 8.9 is now 8.5 in the new document. Cleaned up wording. Reduced associated fees. Included EirCode with the address. Updated wording and formatting.

Section 12.1

All notices are now to be displayed on the ARRA Communications website.

Section 12.2

Cleaned up wording, no functional changes.

Section 14.1

In the old document, this was in relation to livestock cameras. This is now a section dedicated to the use of information.

Miscellaneous

The Miscellaneous section has been truncated to dispose of excess information and un-necessary definitions.