

Terms and Conditions

End Users

1. Glen Net is a private telecommunications network owned and operated by Glen Estate. Break-Out Internet Connectivity is provided by Highland Network Limited (HighNet).
2. Premitel Connections Ltd (PCL) has been appointed by Glen Estate to manage and support End-User connections and to deliver customer support & billing. If required, PCL can provide additional telecommunications & internet advice and related services to End-Users on a chargeable basis.
3. Glen Net terminates in each connected property on an ethernet socket to which the End-User's router is connected. All network equipment, devices and cabling up to and including the Ethernet socket remain the property of Glen Estate.
4. Sharing a single End-User connection between multiple properties is not permitted.
5. Distribution of internet connectivity (eg by WiFi or cable connection) within connected properties is the responsibility of the End User.
6. Details of the Internet service packages available to End-Users are published on the Glen Net website. End-Users can switch to a different service package at the end of a calendar month by giving notice to PCL at any time during the preceding month, or earlier.
7. The minimum connection period is 6 months. End-Users can cease their Glen Net connection at the end of the minimum 6-month period by giving PCL notice in the 5th month, or earlier. Thereafter, connections can be ceased at the end of a calendar month by giving notice to PCL at any time during the preceding month, or earlier. For Glen residents, connections will automatically cease at the end of an End-Users property lease. Notices to cease a Glen Net connection must be sent by email glen-net@premitel.uk
8. Payment to PCL for the Glen Net service is by direct debit only. After the initial invoice (which will include part month and one off charges such as installation) PCL will issue an invoice on the first day of each month for service up to the end of the same month. The direct debit to settle that invoice will be taken immediately by PCL.

9. If (for whatever reason) an End-User account is not settled by the 15th of the billing month then PCL will put that account on hold. Accounts that are on hold can be resumed at any time before the end of the month by settling the account in full.
10. If (for whatever reason) an End-User account is not settled by the end of the billing month then PCL will cease that account and PCL will take appropriate steps to recover the amount due.
11. Service charges will be reviewed annually. PCL will give at least one-month notice of any increase in charges and these will apply from the start of the monthly billing cycle. In the event of a price rise End-Users will be able to cancel their service immediately, even if they are within the minimum connection period.
12. The speed quoted for each service package is the maximum that End-Users will be able to achieve. Glen Net has been designed to deliver that speed to End-Users most of the time. However, Glen Net is a shared resource and like other broadband services it can slow down if a significant number of End-Users are using high bandwidth services such as video streaming at the same time. Network capacity will be reviewed periodically and, if necessary, upgraded to improve service performance. Glen Estate reserves the right to implement a fair use policy, if needed, and following notification to End-Users?
13. PCL and Glen Estate will endeavour to ensure that Glen Net provides each End-User with a stable Internet connection on the terms specified in their chosen service package. However, PCL & Glen Estate accept no liability for ensuring a 24 hour, 7 day a week service. If an End-User is without their Internet service for a period of three working days after the day on which the fault is reported then that End-User will receive a credit for each day that they are without service. The daily credit will be equal to their monthly service charge multiplied by 12 months and divided by 365 days.
14. PCL and Glen Estate accept no liability for any consequences, financial or otherwise, resulting from a network failure to an End-User.
15. End-Users acknowledge that PCL and Glen Estate will not be responsible for any sites, content, goods or services offered or made available on the Internet nor for any computer viruses, cookies or anything similar transmitted to you via Glen Net by third party sites or otherwise through our provision of a connection to the Internet.
16. Glen Net may only be used for lawful purposes in accordance with all laws, statutes and regulations in force from time to time in the United Kingdom.

17. End-Users agree follow all applicable HighNet terms & conditions, which will be provided to End Users upon request.

18. PCL and Glen Estate reserve the right to suspend or terminate End-User connections at any time without notice.

19. For service enquiries or complaints End-Users should contact PCL on 01620807546 or by email to glen-net@premitel.uk.
