Hey!
Broadband

ABUSIVE POLICY

Last Updated: 5th September 2023

1. Purpose:
The purpose of this Abusive Customer Policy ("Policy") is to define and outline the expectations and guidelines for all customers of Hey Broadband Ltd ("Company") regarding respectful and appropriate behaviour when using our services. This Policy aims to maintain a safe, respectful, and efficient environment for both customers and staff.

2. Definition of Abusive Behaviour:
Abusive behaviour includes, but is not limited to, any actions, communications, or conduct by a customer that are offensive, threatening, harassing, discriminatory, defamatory, or harmful to any individual or entity, including the Company, its employees, or other customers. This also encompasses any activity that may violate applicable laws, regulations, or the terms and conditions of our services.

3. Examples of Abusive Behaviour
Examples of abusive behaviour include, but are not limited to:
a. Using offensive or derogatory language towards Company staff or other customers.
b. Engaging in any form of harassment, including cyberbullying, stalking, or repeated unwanted communications.
c. Attempting to disrupt or compromise the Company's network, systems, or services.
d. Spreading false rumours, misleading information, or defamatory content about the Company or its employees.
e. Engaging in discriminatory actions or hate speech based on race, ethnicity, gender, religion, sexual orientation, or any other protected characteristic.
f. Violating the privacy of other customers or individuals.

4. Consequences of Abusive Behaviour:
In cases of abusive behaviour, the Company reserves the right to take appropriate action, including but not limited to:
a. Issuing a written warning to the customer involved.
b. Suspending the customer's account or services temporarily.
c. Termination of the customer's account and services without refund or notice, at the Company's discretion.
d. Legal action if the abusive behaviour violates any applicable laws or regulations.

In cases of abusive behaviour against the Company's agents over telephone calls, the Company reserves the right to take appropriate action, including but not limited to:
a. Issuing a verbal warning to the customer involved.
b. Terminating the call after providing the customer with a contact number and instructions to call back once they have sufficiently calmed down.

5. Reporting Abusive Behaviour:
Customers who witness or experience abusive behaviour from any other customer are encouraged to report it immediately to the Company's customer support. Reports can be made through our designated channels, including phone, email, or website. We take all reports seriously and will investigate each case promptly.

6. Appeal Process:
Customers who feel that they have been wrongly accused of abusive behaviour may appeal the Company's decision by providing additional information or evidence to support their case. The appeal process details will be communicated to the customer upon the decision of consequences.

7. Amendments to the Policy:
The Company reserves the right to amend, modify, or update this Policy at any time. Changes to the Policy will be communicated to customers through appropriate channels and will be effective upon the stated date of the update.

8. Governing Law:
This Abusive Customer Policy shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising from or in connection with this Policy shall be subject to the exclusive jurisdiction of the courts of England and Wales.

By continuing to use the Company's services, customers agree to comply with this Abusive Customer Policy and acknowledge that any violation may result in consequences as outlined in this policy.

If you have any questions or concerns regarding this policy, please contact our customer support team for further assistance.