

TERMINATION POLICY

1 DEFINITIONS

"Committed Period"	means the Committed Period as defined in the Contract.
"Contract"	means the Small Print terms and conditions under which the Customer receives the equipment and/or services.
"Customer"	means the recipient of the services pursuant to the Contract.
"Leased Line"	means a dedicated, fixed-bandwidth, symmetrical data connection, utilising either ethernet ("Ethernet"), ethernet in the first mile ("EFM"), or ethernet over fibre-to-the-cabinet ("EoFTTC").
"Start Date"	means the date upon which the Customer either signs the Contract or if the Customer has ordered equipment and/or services over the telephone or via the internet the date upon which the Customer agrees to the terms of the Contract.
"Subsequent Contract Period"	means the Subsequent Contract Period as defined in the Contract.
"Year"	means, in respect of each Service, each successive period of 12 calendar months within the Committed Period or Subsequent Contract Period (as the case may be), the first such period beginning on the Connection Date.

All other definitions shall have the meanings as set out in the Contract.

2 EARLY TERMINATION – ALL SERVICES

2.1 If the Customer wishes to cancel the Contract or a Service before the expiry of the Committed Period or any Subsequent Contract Period, Connect it Communications may at its sole discretion apply an early termination charge comprising:

Termination within Year 1: 80% of the remaining Charges due in respect of the Committed Period or Subsequent Contract Period (except for Leased Lines, where it is 100% of the remaining Charges due in respect of the Committed Period or Subsequent Contract Period).

Termination within Year 2: 70% of the remaining Charges due in respect of the Committed Period or Subsequent Contract Period (except for Leased Lines, where it is 100% of the remaining Charges due in respect of the Committed Period or Subsequent Contract Period).

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Termination after Year 2: 60% of the remaining Charges due in respect of the Committed Period or Subsequent Contract Period (except for Leased Lines, where it is 100% of the remaining Charges due in respect of the Committed Period or Subsequent Contract Period).

- 2.2 Where Equipment has been provided to the Customer and the Contract is terminated, the Customer must return any Equipment or Bundle Equipment to us within fourteen (14) days of such notice to terminate. If you fail to do so or wish to retain it you may be charged the standard charge for that Equipment/Bundle Equipment. This does not apply if the Customer exercises its statutory right to cancel as set out in the Code of Practice, if the Equipment is returned under the warranty set out in the Small Print or if the Customer properly terminates as a result of Connect it Communication's breach of contract.

3 BROADBAND SERVICE CEASE CHARGE

- 3.1 Subject to paragraph 3.2 below, if a Customer receiving the Broadband Service:

- (a) switches to another broadband provider; or
 - (b) switches to a cable provider; or
 - (c) ceases their Broadband Service completely; or
 - (d) ceases their Broadband Service completely and relocates outside of the UK,
- a Broadband Cease Charge of £25 plus VAT will be payable by the Customer.

- 3.2 No Broadband Cease Charge will be payable where the Customer moves premises within the UK and Connect it Communications is unable to provide a Broadband Service at the Customer's new premises.