

RESIDENTIAL DISCONNECTION POLICY

This disconnection policy shall apply to the provision of Home Telecom services (as specified below) by Global 4 Communications Ltd to the Customer. Our disconnection policy for breach of contract operates as follows: -

STAGE 1

- Approximately on the bill due date if the breach of contract is for non-payment: or
- Immediately following any other breach of contract (e.g. cancelled Direct Debit Mandate);
 - A letter and/or email and/or SMS will be sent to you at your billing and/or email address and/or mobile number stating the nature of the breach and what action is required to remedy the breach.
- In accordance with our standard terms and conditions and our price list an administration fee will be charged at this stage.
- If this is due to a cancelled Direct Debt Instruction, you will be charged £10.00 a month on top of your normal monthly invoice.

STAGE 2

- Approximately 2 days after stage 1 if the breach has not been rectified a letter and/or email will be sent to your billing and/or email address and/or mobile number informing you that your access to the service will be barred. When this bar has been placed, you will still be able to call emergency numbers e.g. 999 and receive incoming calls. The bar will be placed approximately 2-7 days after stage 1 if the breach has not been rectified.
- In accordance with our standard terms and conditions and our price list an administration fee of £20.00 will be charged at this stage.
- Any monies outstanding and due to us at this stage may be collected by an external; agency appointed by us.

STAGE 3

- Approximately 7 days after stage 2, if the breach has not been rectified another letter and/or email will be sent to you informing you that the service will be totally disconnected within 14 days (from the date of that letter) if the breach of the contract has not been rectified within that 14-day period ("Disconnection Notice").
- Approximately 7 days after Stage 2, if the breach has not been rectified, the service will be totally disconnected (disconnection warning within the suspension placed reminder).

STAGE 4

- Approximately 7 days after date of the Disconnection Notice specified in stage 3, if the breach of contract remains unsolved:
 - Your entire access to use the service will no longer exist;
 - You will not be able to receive any incoming calls or make any outgoing calls; and
 - You will not be able to make any emergency call (e.g. 999) utilising the service;
 - Any monies owed to Home Telecom will be passed to the County Courts, or an external debt collection agency for the removal of goods, plus incurring additional charges.
 - The remainder of your contract term will be payable by you.