

Service Cease Requests

If you wish to cancel a service provide by Spitfire then please email ceases@spitfire.co.uk detailing the service you wish to cease. Please provide as much information as possible e.g. company number, site address, account number, contract number or description of service provided. You will subsequently be sent a Cease Request Form listing all of the services currently provided at the site concerned. To cease a service you must sign the form and confirm the date that you require a specific service to be ceased. The completed form should then be returned to Spitfire by emailing ceases@spitfire.co.uk at which point it will be actioned.

We will not normally receive a request to cease a service by any other means e.g. email, phone or mail. The purpose of this policy is to prevent the accidental termination of services that a customer may wish to retain which may lead to downtime or service disruption and a detriment to the customer's business.

Spitfire may alter this policy at any time by updating the description above accessed via this link.

Please note the following charges which may apply when terminating a service:

ADSL, VDSL, Annex M and SDSL M Circuits

After Expiry of Minimum Term: £39 cessation fee for all XDSL circuits.

Before Expiry of Minimum Term: £39 cessation fee for all XDSL circuits and 50% of the total rental under the remaining minimum term of the contract.

If the circuit is being migrated to a like for like Wholesale operator then the cessation fee will not apply.

Fibre/EFM/FTTC Ethernet

After expiry of minimum term: Notice period of 6 weeks.

Before expiry of minimum term: Any connection charge discount stated on the order or, where a free connection offer is used, the pre-discounted connection charge amount; plus 90% of the total rental payable under the remaining minimum contract period; plus any other charges incurred by Spitfire from any wholesale provider being used to deliver the circuit.

SIP Trunks

After Expiry of Minimum Term: No charge

Before Expiry of Minimum Term: 50% of the total rental under the remaining minimum term of the contract.

Hosted PBX 2.1, SIP Communicator and 3CX Cloud Hosted Phone Systems

After Expiry of Minimum Term: No charge

Before Expiry of Minimum Term: 50% of the total rental under the remaining minimum term of the contract.

WLR

After Expiry of Minimum Term: No charge

Before Expiry of Minimum Term: 50% of the total rental under the remaining minimum term of the contract.

Equipment Rental (including routers, handsets etc.)

After Expiry of Minimum Term: Spitfire Network Services Limited retain title to all rented equipment. Should a customer cancel the service after the minimum term has expired, the equipment must be returned to Spitfire at the customer's expense within 14 days.

Before Expiry of Minimum Term: Spitfire Network Services will invoice the customer for rental charges for the remainder of the minimum period and require the equipment to be returned within 14 days. If the equipment is not received within 14 days, Spitfire will invoice the customer the retail value of the equipment.

Routers Supplied FOC

Before Expiry of Minimum Term:

Please refer to your order for full terms and conditions regarding Service Cease Requests.