

Service Cease Requests

The cease of any service requires the completion and return of a Cease Request Form. If you wish to cancel a service provided by Spitfire then please email ceases@spitfire.co.uk asking for a Cease Request Form to be sent in respect of the service to be ceased. 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 it to ceases@spitfire.co.uk. You will receive an email from the Spitfire Ceases Team confirming receipt of the Cease Request Form within 2 working days. If you do not receive the email then contact the Ceases Team immediately as it may mean that your form has not been received and you may still be billed for your services.

Where a customer opts to order a service that is intended as a replacement to an existing service, a signed and completed Cease Request Form is still required from the Customer in order for the existing service to be ceased. Please note that in this scenario you will still be liable to pay for the existing service including the cancellation period as per the original order form. It is Spitfire's recommendation that Customers do not cease existing services until new replacement services are provisioned and tested. This will mean that there is a period of simultaneous billing for both the existing and the new replacement service.

Please note that where a broadband circuit has been ordered, a Cease Charge of £45.00 will be applied to your final invoice when you cease this broadband circuit. This charge does not apply to broadband circuits that are migrated to another supplier.

We will not normally receive a request to cease a service by any other means e.g. email to an alternative Spitfire email address, 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 on this document accessed via this our website <https://www.spitfire.co.uk/support/terms-and-conditions/>.

Please note the following charges which may apply when terminating a service, note that this list is not exhaustive. Please also refer to terms shown on original order.

Broadband: FTTC Broadband, SOGEA FTTC Broadband, Annex M, SDSL M & FTTP Broadband and SOADSL Circuits

After expiry of minimum term: All BTW and PXC broadband: £45 cessation fee.

Notice periods are: ITS FTTP Broadband - 90 days (3 months); and all other suppliers - 1 month.

Before expiry of minimum term: All BTW and PXC broadband: £45 cessation fee.

For all suppliers: 90% 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.

Note that part period credits will not normally be issued.

An Installation Recovery Charge will apply for each circuit that is cancelled within the first 12 months of the minimum term, where the minimum term is 12 months or longer, as stated below:

- BTW FTTP (New Connection or Migration from ADSL, FTTC or SOGEA): £60
- BTW SOGEA (New Connection or Migration from ADSL): £65
- BTW SOGEA (Migration from FTTC): £10
- PXC ADSL 2+ MPF, SDSLM MPF, ANNEX M MPF, FTTC MPF (New Connection or Migration from ADSL, FTTC or SOGEA): £35
- PXC FTTP (New FTTP Connection or Migration from ADSL, FTTC or SOGEA): £50

Dedicated Fibre Ethernet, FTTC Ethernet, SOGEA Ethernet and FTTP Ethernet

After expiry of minimum term: notice periods are: Colt Dedicated Fibre Ethernet - 60 days (2 months); Virgin Media Dedicated Fibre Ethernet - 90 days (3 months); Vodafone Dedicated Fibre Ethernet - 120 days (4 months); ITS Fibre Ethernet - 90 days (3 months); Vorboss Dedicated Fibre Ethernet - 30 days (1 month); CityFibre Fibre Ethernet and FTTP Ethernet - 7 weeks; and all other suppliers - 6 weeks.

Before expiry of minimum term: any connection charge less 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.

Mobile IoT (Spitfire) & Mobile Enterprise (Spitfire)

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: any connection charge less 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.

Note that part period credits will not normally be issued.

Mobile Broadband & Mobile Ethernet

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: any connection charge less 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.

Note that part period credits will not normally be issued.

MPLS WAN

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: 90% of the total rental under the remaining minimum term of the contract.

Note that part period credits will not normally be issued.

FWaaS

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: 90% of the total rental under the remaining minimum term of the contract.

Note that part period credits will not normally be issued.

SIP Trunks

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: 50% of the total rental under the remaining minimum term of the contract.

Note that part period credits will not normally be issued.

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

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: 50% of the total rental under the remaining minimum term of the contract.

Note that part period credits will not normally be issued.

WLR

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: 50% of the total rental under the remaining minimum term of the contract.

Note that part period credits will not normally be issued.

Call Diverts & Pop3 Mailboxes

After expiry of minimum term: notice period of 1 month.

Before expiry of minimum term: 90% of the total rental under the remaining minimum term of the contract.

Note that part period credits will not normally be issued.

Equipment Rental (including routers, handsets etc.)

After expiry of minimum term: notice period of 1 month. 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. If the equipment is not received within 14 days Spitfire will invoice the customer the retail value of the equipment.

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.

Note that part period credits will not normally be issued.

Please refer to your order for full terms and conditions.