

EARLY TERMINATION CHARGES – BUSINESS

EARLY TERMINATION POLICY

1. If you have agreed to use a service for a fixed contract term, then you must do so. You can terminate the service during the fixed term by giving Vocus Communications 30 day's written notice and paying the early termination fee. If you terminate this agreement prior to the expiry of the Term then:
 - a. You will repay to us any promotional offers, sign-on or welcome credits we have given against your account; and
 - b. The early termination fee which is specified in your contract and/or application form for that service; or
 - c. Where none is specified, then it shall be as detailed on the Early Termination Charges Schedule.
2. If a Hardware Fund has been provided, any unused balance of any hardware fund provided will be forfeited on the date that you notify us of termination of this agreement if the agreed contract term has not been completed.
3. For services where there is no fixed contract term, or where the fixed term has expired, either of us can terminate that service on giving the other 30 days' written notice.
4. Where you wish to terminate a service under sub-clause 1 above you must do so in writing to your account manager or by sending an email to support@email.vocus.co.nz.
5. If you terminate any service under sub-clause 3 above without giving Vocus Communications 30 days' written notice, you will be required to pay 30% of the early termination fee payable in subclauses 1(b) and (c) above.
6. We have the right to terminate an account if all billing on the account has ceased for a period of 3 months.
7. We can terminate the provision of any service to you on no less than 30 days' written notice if a third party service provider or carrier does anything that alters the circumstances in which we provide the services to you (i.e. including factual circumstances or financial conditions or circumstances) from those that existed on the day you entered into this agreement.
8. We can terminate this agreement, or the provision of any service to you, immediately if you breach any term of this agreement or if we reasonably believe that you have supplied incorrect or misleading information to us.
9. If this agreement is terminated for any reason you must still pay us for services provided to you up to the date termination takes effect. If you have prepaid for a service, no refund is payable to you on termination unless we agree otherwise.

SCHEDULE OF CHARGES

For Vocus Communications SMB customers:

| Type | Service | ETF |
|--------------------------|--------------------------------------|--------------------------------------|
| Lines and Calling | PSTN Line | \$150/line |
| | ISDN BRA Line (2 Channels) | \$250/line |
| | ISDN PRA Line | \$150/line |
| | IP POTS (through UFB/BB) | No ETF |
| | Business Line Features | No ETF |
| | Tolls only | No ETF |
| | Calling Pack | No ETF |
| | Toll Free | No ETF |
| | Customer Link | No ETF |
| Broadband | ADSL / VDSL | \$150/connection |
| | UFB (connections prior to 31 Jan 15) | \$400 |
| | UFB (connections after 31 Jan 15) | Monthly access for remainder of term |
| Bundles | Jet Set (UFB) | Monthly access for remainder of term |
| | High Flyer (ADSL/VDSL) | Monthly access for remainder of term |
| Mobile | Mobile | Monthly access for remainder of term |
| Other Services | SIP Trunk | \$150/channel |
| | HSNS Circuits | Monthly access for remainder of term |
| | Dedicated Internet | Monthly access for remainder of term |
| | Managed WAN | Monthly access for remainder of term |
| | DDI Blocks | No ETF |
| | Cloud Connect | Monthly access for remainder of term |

*ETF = Early Termination Fee

For customers who joined via PML:

| Service | ETF |
|-------------|---|
| PSTN Line | \$299/account (incl other fixed services) |
| ADSL / VDSL | \$299/account (incl other fixed services) |
| UFB | \$299/account (incl other fixed services) |
| Mobile | Monthly access for remainder of term |

For customers on a contract from Black+White or M2:

| Type | Service | ETF |
|--------------------------|--|--|
| Lines and Calling | PSTN Line (connected prior to 31 Jul 14) | \$179/line |
| | PSTN Line (connected after 31 Jul 14) | \$299/line |
| | VOIP Lines (through UFB) | No ETF |
| | Tolls only | No ETF |
| | Toll Free | No ETF |
| | Customer Link | No ETF |
| Mobile | Mobile: Corp or Barter Plans | Monthly access for remainder of term |
| | Mobile: Smart & Business Advantage Plans | 50% Monthly access for remainder of term |
| Broadband | ADSL / VDSL (connected prior to 31 Jul 14) | \$179/line |
| | ADSL / VDSL (connected after 31 Jul 14) | \$299/line |