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# Vocus New Zealand

## Early Termination Fees – Business

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# 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.

# Early Termination Fees

## For Vocus SMB customers

Type	Service	Early Termination Fee
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
Mobile	Wireless Broadband	Monthly access for remainder of term
	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

## For customers who joined via PML:

Service	Early Termination Fee
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	Early Termination Fee
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