

## Early Termination Charges

Should you need to terminate your contract during the initial term, you will be subject to an early termination charge. This charge is calculated by applying a penalty for each month remaining as well as the number of days of a partial month.

This charge is called the Monthly Cancellation Charge (MCC). Any time that is not covered by a whole monthly payment cycle will be calculated by using a Daily Cancellation Charge (DCC).

TrueSpeed calculates its cancellation charge at 30% of the value for the remaining contract still in force.

| <b>Product</b>                 | <b>Contracted Monthly Charge</b> | <b>Monthly Cancellation Charge (MCC) - per month remaining on the contract</b> | <b>Daily Cancellation Charge (DCC) – to be used for calculating partial month portion only</b> |
|--------------------------------|----------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| UltraFast Residential 18-month | £47.50                           | <b>£14.25</b>                                                                  | <b>£0.468</b>                                                                                  |
| UltraFast Residential 12-month | £56.50                           | <b>£16.95</b>                                                                  | <b>£0.557</b>                                                                                  |
| Home Office Ultra              | £69.50                           | <b>£20.85</b>                                                                  | <b>£0.685</b>                                                                                  |

**Partial month** - Partial months will be charged a pro rata Daily Cancellation Charge Rate (DCCR). The DCCR is calculated by multiplying the Monthly Cancellation Charge by 12 and dividing this by 365

### Example Cancellation Charge Calculation

A customer **gives** notice to cancel their UltraFast Residential 18-month connection on the 15<sup>th</sup> of November and their contract term ends on the 30<sup>th</sup> of April the following year.

The calculation to derive the cancellation charge and total fees payable is as follows.

#### 30 Day Notice Period

|                                                       |                   |        |
|-------------------------------------------------------|-------------------|--------|
| November 15 <sup>th</sup> – December 14 <sup>th</sup> | charged as normal | £47.50 |
|-------------------------------------------------------|-------------------|--------|

#### Cancellation charges

|                                                       |                         |       |
|-------------------------------------------------------|-------------------------|-------|
| December 15 <sup>th</sup> – December 31 <sup>st</sup> | 16 days@£0.468/day      | £7.49 |
| January 1 <sup>st</sup> – April 30 <sup>th</sup>      | 4 months @ £14.25/month | £57   |

|                                                         |                |
|---------------------------------------------------------|----------------|
| <b>Amount Payable from the date notice to cancel is</b> | <b>£111.99</b> |
|---------------------------------------------------------|----------------|