

Disconnection Policy

IMPORTANT NOTICES

23 January 2012

Please be advised of the transfer of customer accounts from Pipex UK Ltd to the Global 4 Communications Ltd service Home Telecom which completed in January 2012. Please note that all customer pricing and terms and conditions remain unchanged. If you have any concerns at all please do not hesitate to call our support line on 01403 216138. These terms only apply to customers who have transferred to Global 4 as a result of this acquisition.

22 February 2012

New disconnection policy issued with minor changes to timescales only. Where a client is signed up to receive their bills via email stage 1, stage 2 and stage 3 communications will be sent to the clients billing email address.

3 August 2012

New disconnection policy with minor change to the stage 2 process.

Our disconnection policy for breach of contract operates as follows:-

Stage 1

- Approximately 20 days after the bill date if the breach of contract is for non payment: or
 - Immediately following any other breach of contract (e.g. cancelled Direct Debit Mandate);
- A letter and/or email will be sent to you at your billing and/or email address stating the nature of the breach and what action is required to remedy the breach. This communication will be entitled "Polite Reminder: Overdue Account Balance".

Stage 2

- Approximately 7 days after stage 1 if the breach has not been rectified a second letter and/or email will be sent to you at your billing and/or email address informing you that your access to the service has been barred.. When this bar has been placed, you will still be able to call emergency numbers e.g. 999 and receive incoming calls.
- In accordance with our standard terms and conditions and our price list an administration fee will be charged at this stage.
- Any monies outstanding and due to us at this stage may be collected by an external; agency appointed by us.

Stage 3

- Approximately 16 days after stage 2, if the breach has not been rectified another letter and/or email will be sent to you that the Service will be totally disconnected within 14 days (from the date of that letter) if the breach of the contract has not been rectified within that 14 day period ("Disconnection Notice").

Stage 4

- Approximately 14 days after date of the Disconnection Notice specified in stage 3, if the breach of contract remains unsolved:
 - We will send to you a final letter and/or email to your billing and/or email address informing you that you have been disconnected from the service; and
 - Your entire access to use the service will no longer exist;
 - You will not be able to make any outgoing calls utilising the service;
 - If you are a Pipex from Home Telecom Line Rental Services customer, this means that:
 - The telephone line will be ceased and the telephone number that is currently assigned to the line will be reclaimed by BT;
 - You will not be able to receive any incoming calls or make any outgoing calls; and
 - You will not be able to make any emergency call (e.g. 999) utilising the service;

Visit www.hometelecom.co.uk or call our support line on 01403 216138

Global 4 Communications Limited is a company registered in England and Wales under company number 03526932 and VAT registration number GB712085170 and whose registered office is at Global House, 60b Queen Street, Horsham RH13 5AD. Global 4 provide residential telephone services under the brand names "Home Telecom" and "Pipex from Home Telecom".