

## Cancellation Policy

### About this Policy

This policy is intended to clarify the cancellation and termination of provisions, contained in your terms and conditions or service provider agreement (the “Contractual Documentation”).

Any provisions in the Contractual Documentation relating to cancellation and/or termination will continue to apply, including (without limitation) the provisions of the Timico Limited standard charges document available at <http://www.timico.com/terms-policies>.

### Canceling a service within the cooling off period

Each service carries a cooling off period in which you can cancel without incurring full termination fees. For most services, this period is seven (7) working days, unless otherwise stipulated in the ‘Service Schedule’. This does not apply to mobile connections provided through O2 DISE, where there is no cooling off period.

## Cease of a service

Cancellations should be submitted in writing by the main account holder or their authorised representative to [cancellation@timico.co.uk](mailto:cancellation@timico.co.uk).

You will receive email confirmation within 2 working days to confirm your cancellation plan, associated charges and details of any items of equipment that will need to be returned.

We will be entitled to extend your notice period by such period as we deem necessary if we need to clarify the details of your request, if the information provided to us is incomplete or if you dispute any applicable cancellation fees that have been advised to you.

You should retain our email confirmation as proof of your cancellation request as this may be required as evidence of cancellation at a future date.

If you do not receive an email confirming your cancellation plan and associated charges then your cancellation may not have been received and may not be processed, you must get in contact with your customer service team via the usual contact routes.

If you need to amend or stop the cancellation you must inform us in writing no later than 7 working days prior to your final termination date. Amending or stopping the cancellation is not guaranteed but we will use our reasonable endeavours to accommodate your request.

Any charges associated with your cancellation will be applied to your invoice and will be payable in line with your Contractual Documentation.

Any line rental or package allowance will be pro-rated in line with your final termination date and therefore applied or charged accordingly.

Any usage or call charges incurred up to the point of cease will be due and payable.

Please click [here](#) to visit our Support Centre FAQ' on how to cancel your service.

## Transfer to a new provider

### Broadband

In June 2015 Ofcom introduced a new process for transferring broadband services between providers using the Openreach network.

The transfer process is customer led and requires you to contact your new provider. Timico will be notified of your transfer request and we will contact you to confirm the transfer.

Your service will be subject to a notice period and cancellation fees as stipulated in your Contractual Documentation.

You should still notify Timico of your intentions to transfer away so we can manage your transfer to help it run as smoothly as possible.

To stop the transfer, you will need to contact your new provider to request the change. Timico cannot intercept a transfer request except in the event of malicious or fraudulent activity.

If you are switching between different networks, for example a provider using the Openreach network and a provider using a cable network, then a direct transfer is not possible.

Instead you will need to arrange a 'cease and re-provide' where your new provider will install a new service; Timico will cancel your current service. In this instance, you must request a full cease of your service with Timico.

### Landlines

The transfer process is customer led and requires you to contact your new provider. Timico will be notified of your transfer request and we will contact you to confirm the transfer.

You should still notify Timico of your intentions to transfer away so we can manage your transfer to help it run as smoothly as possible.

Your service will be subject to a notice period and cancellation fees as stipulated in your Contractual Documentation.

To stop the transfer, you will need to contact Timico at least 5 working days prior to your transfer date. Timico cannot intercept or prevent a transfer request without your approval.

If you are switching between different networks, for example a provider using the Openreach network and a provider using a cable network, then a direct transfer is not possible.

Instead you will need to arrange a 'cease and re-provide' where your new provider will install a new service; Timico will cancel your current service. In this instance, you must request a full cease of your service with Timico.

## Mobile

You will need to submit your request to transfer your services to Timico in writing in line with the cancellation policy.

Timico will provide you with a 'Porting Authorisation Code' (PAC) for you to pass onto your new provider. Your new provider will schedule the dates of the transfer and communicate with Timico directly to arrange the handover. Once Timico have confirmation from your new provider of the successful transfer, your services with ourselves will be closed.

Following your request, your PAC will be released within two (2) working hours (where 25 or less connections) and will be valid for thirty (30) days.

Your service will be subject to a notice period and cancellation fees as stipulated in your Contractual Documentation.

If the PAC is not used your services will remain active and billing with Timico.

Should you require a new code, you will need to apply in writing to your customer service team and the process will start again.

## Domains

Depending on the domain type, you will either require an authorisation code or a TAG change.

In either case, you will need to submit your request to transfer your services to Timico in writing in line with the cancellation policy.

Your service will be subject to a notice period and cancellation fees as stipulated in your Contractual Documentation.

- **TAG change:**

You will need to provide Timico with the TAG of your new provider.

Upon submission of the TAG change, all ownership by Timico is relinquished and your new provider will need to progress the order.

- **Authorisation code:**

Timico will provide you with the authorisation code for you to pass onto your new provider who will schedule the transfer.

Once submitted, the registrant email address associated to your domain will receive an email asking you to accept the transfer.

We recommend that you use an email address from an alternative domain for your registrant email to avoid any issues with this acceptance email being sent. Please contact your customer service team to arrange any changes to your registrant email address.

Once the transfer is completed, your services will be ended on our Timico systems.

If the authorisation code is not used your services will remain active and billing with Timico.

Should you require a new code, you will need to apply in writing to your customer service team.

## **Virtual Numbers**

The transfer process is customer led and requires you to contact your new provider. Timico will be notified of your transfer request and we will contact you to confirm the transfer and any cancellation charges.

You should still notify Timico of your intentions to transfer away so we can manage your transfer to help it run as smoothly as possible.

Your service will be subject to a notice period and cancellation fees as stipulated in your Contractual Documentation.

To stop the transfer, you will need to contact your new provider to request the change. Timico cannot intercept a transfer.