



Broadband Cancellation Policy

April 2015

Fleur Traditional (ADSL) Broadband packages

The following charges may apply following cancellation of a 12-month term broadband contract. Please note that all prices in this document are inclusive of VAT:

1. Following the statutory 14 days after a customer places their order, but before the broadband start date, a charge of up to £83.79 applies for a cancellation, unless the order is stopped before we have incurred any costs.

If a router has been supplied and it is returned, there will be a partial refund of this cancellation charge to reflect the cost of the router. The refund will be £24 if the router is returned unopened or £12 if the router packaging has been opened.

2. For cancellation at any point between the broadband service start date and the 12th month of the contract, there is an early termination charge of £6.42 per month for the remaining term of the contract and an additional £6.75 one-off early termination charge which is chargeable if the contract is terminated within the first 12 months of the contract.

The maximum charge for cancellation after the service start date is £83.79 (calculated as £6.42 x 12 months + £6.75 one-off charge). These charges are not subject to VAT.

3. If the broadband service is terminated after the start date without migrating to a broadband service from another supplier, then a cease charge of £6.60 will be applied to your account.

This reflects a regulated charge that we pass on from BT Openreach to customers when applicable and as such it is subject to change. In this Cancellation Policy we will show the latest correct charge. Any changes will be communicated on our website at the following location: www.fleurtelecom.co.uk.

Fleur Fibre Broadband packages

The following charges may apply following cancellation of a 12-month term broadband contract:

1. Following the statutory 14 days after a customer places their order, but before the broadband start date, a charge of up to £238 applies for a cancellation, unless the order is stopped before we have incurred any costs.

If a router has been supplied and it is returned, there will be a partial refund of this cancellation charge to reflect the cost of the router. The refund will be £24 if the router is returned unopened or £12 if the router packaging has been opened.

2. For cancellation at any point between the broadband service start date and the 12th month of the contract, there is an early termination charge of £16 per month for the remaining term of the contract and an additional £46 one-off early termination charge which is chargeable if the contract is terminated within the first 12 months of the contract.

The maximum charge for cancellation after the service start date is £238 (calculated as £16 x 12 months + £46 one-off charge). These charges are not subject to VAT.



3. If the broadband service is terminated after the start date without migrating to a broadband service from another supplier, then a cease charge of £6.60 will be applied to your account.

This reflects a regulated charge that we pass on from BT Openreach to customers when applicable and as such it is subject to change. In this Cancellation Policy document we will show the latest correct charge. Any changes will be communicated on our website at the following location: www.fleurtelecom.co.uk.

