

Cease of Service Terms

The cease of any internet, leased line, broadband or telephony service requires a request being emailed to ceases@conveneit.co.uk providing as much information as possible e.g. company name, site address, account number, contract number and specific service and requested cease date. A ticket will be raised and you will receive confirmation within 2 working days. If you do not receive confirmation please contact support immediately as it may mean your email has not been received and you may still be billed for your services.

During the minimum term of a contract, a cease request will only be considered for a change of address/premises. Please note that you may still be liable to pay for the existing service including the cancellation period as per the original order form.

It is our recommendation that Customers do not cease existing services until new replacement services are provisioned and tested. This will mean that there is a period of simultaneous billing for both the existing and the new replacement service.

We will not normally receive a request to cease a service by any other means. The purpose of this policy is to prevent the accidental termination of services that a customer may wish to retain which may lead to downtime or service disruption and a detriment to the customer's business.

Convene IT may alter this policy at any time by updating the description on this document accessed via our website -

Subject to our confirmation, typically the following charges may apply when terminating a service, £99 cessation fee plus 90% of the total sum due under the remaining term of the contract.

A notice period of three months is required.

Note that part period credits will not normally be issued.

Any equipment must be returned within 14 days. If the equipment is not received within 14 days Convene will invoice the customer the retail value of the equipment.

