

BRENNAN IT | CANCELLATION OF SERVICE FORM

You are required to advise Brennan IT of your decision to cancel services via submission of this form only. It must be submitted via email to the following address for it to be valid: cancellations@brennanit.com.au

30 days cancellation notice must be provided for all services and in line with the terms of your contract, an early termination fee may be charged if applicable.

You indicate your acceptance of the conditions on this form by completing it and emailing it for processing.

Cancellation Details:

| | |
|--|---|
| Date of request submission | |
| Company name | |
| Requestor's name (Must be authorised) | |
| Requestor's email address | |
| Name of person submitting this form (if different from the requestor) | |
| Details of service(s) to be cancelled | |
| Location of service(s) to be cancelled | |
| Date to cancel | <p>Please specify the date you would like the service(s) disconnected:</p> <p><i>Regardless of this date, your final bill will take effect in the next billing month, at least 30 days from when notice is given.</i></p> |
| Reason for Cancellation | <div style="display: flex; flex-wrap: wrap;"> <div style="flex: 50%;"> <input type="checkbox"/> Temporary service <input type="checkbox"/> Relocation only <input type="checkbox"/> Brennan upgrade/downgrade <input type="checkbox"/> Office closed <input type="checkbox"/> Client Acquired </div> <div style="flex: 50%;"> <input type="checkbox"/> Business closed <input type="checkbox"/> IT restructure <input type="checkbox"/> Pricing <input type="checkbox"/> Product features <input type="checkbox"/> Service levels <input type="checkbox"/> Other </div> </div> |

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|--|--|--------------------------|--|
| ** Mandatory ** Please provide a brief explanation for the cancellation: | | | |
| Any additional notes (if required) | | | |
| Competitor (If applicable) | | | |
| ** Client Manager use only ** | | | |
| In Contract (Y/N): | <input type="checkbox"/> Yes <input type="checkbox"/> No | No. of Months Remaining: | |
| Value of Monthly Service Fee: | | Termination Fee: | |

Important notes:

- Upgrades and changes to services (including relocation of data and voice services) may require the cancellation of existing services and the separate provisioning of new (replacement) services. In either instance, is the client's responsibility to submit the cancellation request for the old service when required. Please confirm with your Client Manager if you are unsure of this process.
- In line with the terms of your contract, the cancellation of this service may result in a termination fee which your Client Manager will be able to advise on.
- Execution of tasks related to the Transition Out of Managed Services, are considered Out of Scope and will be charged on a Time and Materials basis. These tasks include but are not limited to: Removal\Disablement of Monitoring Tools\Agents, Export of Biki Knowledgebase and Update of Brennan Internal Toolsets.
- Full Brennan IT Terms & Conditions can be found at <http://www.brennanit.com.au/terms-and-agreements>
- It is the client's responsibility to organise return of routers and any other equipment to the nearest Brennan IT office as indicated below:

CPE Return Address: C/O Brennan IT, Attn: Provisioning
 Level 14, 45 Clarence St, Sydney, NSW 2000
 73 Amelia Street, Fortitude Valley, QLD 4006
 Level 1, 53 Coppin Street, Richmond, VIC 3121

Please email the completed form to cancellations@brennanit.com.au for processing.

For any additional questions regarding this form, please contact your Client Manager or Brennan IT on 1300 500 000.