

## BRENNAN | CANCELLATION OF SERVICE FORM

You are required to advise Brennan 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](mailto: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	<table> <tr> <td><input type="checkbox"/> Temporary service</td> <td><input type="checkbox"/> Business closed</td> </tr> <tr> <td><input type="checkbox"/> Relocation only</td> <td><input type="checkbox"/> IT restructure</td> </tr> <tr> <td><input type="checkbox"/> Brennan upgrade/downgrade</td> <td><input type="checkbox"/> Pricing</td> </tr> <tr> <td><input type="checkbox"/> Office closed</td> <td><input type="checkbox"/> Product features</td> </tr> <tr> <td><input type="checkbox"/> Client Acquired</td> <td><input type="checkbox"/> Service levels</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Other</td> </tr> </table>	<input type="checkbox"/> Temporary service	<input type="checkbox"/> Business closed	<input type="checkbox"/> Relocation only	<input type="checkbox"/> IT restructure	<input type="checkbox"/> Brennan upgrade/downgrade	<input type="checkbox"/> Pricing	<input type="checkbox"/> Office closed	<input type="checkbox"/> Product features	<input type="checkbox"/> Client Acquired	<input type="checkbox"/> Service levels		<input type="checkbox"/> Other
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<b>** Mandatory**</b> Please provide a brief explanation for the cancellation:			
Any Additional Notes (if required)			
Competitor (If applicable)			
<b>** Client Manager Use Only **</b>			
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.
- Refer to the full contract Terms and Conditions for each service that you require to be cancelled.
- 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 7, 45 Clarence Street, 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](mailto:cancellations@brennanit.com.au) for processing.

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