

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

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	
	<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>

Reason for cancellation (Tick)		Temporary service			Business closed
		Relocation only			IT restructure
		Brennan upgrade/downgrade			Pricing
		Office closed			Product features
		Client acquired			Service levels
					Other
Mandatory Please provide a brief explanation for the cancellation					
Any additional notes (if required)					
Competitor (if applicable)					
** Account Manager Use Only **					
In Contract (Y/N)		Yes		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 customer's responsibility to submit the cancellation request for the old service when required. Please confirm with your Account 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 Account 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.

- The customer is responsible for returning all routers and equipment to a Brennan office. For office locations and contact details, visit <https://www.brennanit.com.au/contact-us/>. If shipping equipment, send to: Brennan – Attn: Provisioning, Level 3, 900 Ann St, Fortitude Valley QLD 4006.
- Rescheduling of cancellation dates – If change to a cancellation date is required, Brennan reserves the right to add charges based on a Time and Materials basis for rescheduling.

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

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