



CREDIT CONTROL COLLECTIONS PROCEDURE

Paying your bill late

If your Direct Debit is no longer in place, you are expected to make payment upon receipt of the invoice. You are then required to reinstate your Direct Debit as per the terms and conditions of your agreement. If we do not receive your payment immediately / Direct Debit remains inactive, these are some steps we will take:

- Our Credit Control team will make contact to remind you that the payment is due. We may do this through a variety of methods such as telephone call, voicemail, SMS or email.
- You will receive a reminder letter via email if payment is not made within 2 working days after you have received the invoice.
- You will receive an additional payment reminder letter via email if payment remains withheld.
- A suspension notice will be issued advising if no payment is received within 2 working days, we plan to restrict your services temporarily.
- We will restrict access to your services. This means you won't be able to use your provided Broadband service or make or receive calls.
- Your services will not be reinstated until payment is made in full. (If payment is not made directly over the phone with a representative, you are required to contact us to inform us payment has been made so we can reinstate your services.)
- A Late Payment Fee will be added to your next invoice as a consequence of not paying your invoice within the requested time. Please visit the following link for Late Payment Fees explained - <https://www.4com.co.uk/wp-content/uploads/2023/06/4Com-Network-Services-Business-charges-explained-130623.pdf>

4Com Network Services Ltd

Telephone: 0330 444 4444
Facsimile: 0333 014 3007
Web: [4Com.co.uk](https://www.4com.co.uk)

4Com Network Services Limited, One Lansdowne Plaza, 24 Christchurch Road, Bournemouth, BH1 3NE
4Com Network Services Limited is a company registered in England and Wales, Registration Number 06472696.
The registered office is One Lansdowne Plaza, 24 Christchurch Road, Bournemouth, Dorset BH1 3NE.
VAT Registration Number: GB 876 3400 14.



Restricting your phone services

We wish to avoid restricting your services and will do everything possible to prevent this. If we do restrict your services, this will remain in place until you pay your outstanding balance on the account in full.

We will restrict your services in the following situations:

- You have not paid the full amount detailed on your suspension notice.
- We are unable to contact you to discuss the outstanding balance.
- You won't agree to or fail to uphold a payment arrangement.

Terminating your agreement

Following the restriction of your services, if the overdue amount remains unpaid your Network Services Agreement could be terminated once the next steps are completed:

- A cease notice will be issued for the termination of your Network Service Agreement.
- If payment is not received within 14 days from the notice being issued, as a result of your breach of contract the services will be ceased. (Please note once your services have been ceased this an irreversible process and you may lose the numbers in reference to your business.)
- The services provided to you by 4com Network Services are subject to a minimum contract period (MCP), therefore, you may be issued with an Early Termination Charge.
- You will receive an invoice containing the Early Termination Charge once your services are ceased.

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How has your Early Termination Charge been calculated?

Your Early Termination Charge has been calculated based on your last three months billing of services. We have calculated this based on the number of days remaining on your agreement from when this was quoted. The final figure is subject to change following this initial quotation.

How will other products and services be affected?

If you have a telephone system that is subject to a current leasing arrangement you may also be subject to termination charges from a third-party leasing company.

When must the termination charge be paid?

When your services are ceased and all services are ended due to non-payment, the ETC will be added to your closing invoice. Upon receipt of your ETCs, you are expected to pay these immediately. Failure to do so in an unreasonable timescale could result in legal proceedings being taken, which we would like to avoid.

Legal Proceedings

Once we have terminated your agreement, if payment is not made directly to 4Com to clear your arrears, we will pass your overdue payment to a third-party Solicitors for the arrears to be collected on behalf of 4Com. You may be charged for any relevant legal costs associated with the collection of this debt. This includes but is not limited to fixed court costs.

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