

UBI WORLD TV / SUSPENSION REQUEST

Customer ID : _____

Dear Subscriber,

Thank you for your recent request to suspend your UBI WORLD TV service.

Should you wish to proceed with your request, you need to sign and return a copy of this request. Once we receive this signed suspension request, we will process your request on the following terms and conditions:

Defined terms used in this Suspension Request have the same meaning as used in the Contract unless otherwise indicated.

1. All payments due under the Contract must be up to date before we will process your suspension request.
2. This suspension request must be received by UBI WORLD TV at least 3 working days prior to your billing date. The suspension of the Service will commence on the first day of the billing cycle following the suspension date nominated below and will end when you request reconnection of the Service.
3. You can suspend the Service for a maximum period of 3 months (if contract is within Term) or 6 months (if outside of Term) (Maximum Suspension Term).
4. If you request suspension within Term, the period of suspension will be added to the length of your Term.
5. The Service can be suspended only once in any 12 month period.
6. You agree to pay a Suspension Fee of \$9.95, on the earlier of the date you request to have the Service reconnected, or the date the Maximum Suspension Term has expired.
7. If you have not requested to have the Service reconnected by the date the Maximum Suspension Term has expired UBI will:
 - a. automatically reconnect the Service from that date and UBI will resume billing if your Contract is still within Term; or
 - b. terminate your Contract if it is outside the Term and we cannot contact you.

Please indicate your acceptance of the above terms and conditions by signing and returning this letter to UBI WORLD TV.

Subscriber's Name

Subscriber's Signature

Date

Nominated Suspension Date

RETURN THIS COMPLETED REQUEST TO info@ubiworldtv.com OR FAX +61 2 9776 2121

We appreciate your continued loyalty.

Sincerely,

Customer Care
UBI WORLD TV