



Sunley Communications Ltd

The Mearns, 6 Flamstead End Rd, Cheshunt, Hertfordshire, EN8 0HH

Maintenance & Support Agreement

CUSTOMER (Installation Address)

Company:

Address:

Postcode

Tel

Contact

Customer (Billing Details If Different)

Company

Address

Postcode

Tel

Contact

Company registration No

Years trading

Size of company: 10 employees or fewer

11 - 50 employees

more than 50 employees

Schedule of Maintained Equipment:

Item	Quantity	Item	Quantity

Maintenance Charge:

Subject to the signature of this agreement by the Company and the Customer, this agreement will come into force on _____ and continue for a minimum contract period of _____ Months and thereafter until terminated by means provided as set out in the company terms & conditions.

For standard 4 hour response between Mon-Fri 9.00am- 5.30 pm The charge for the initial MCP maintenance will be:

£ Inclusive _____ (words) _____

With the second year charged at:

£ _____ (words) _____

Signed on behalf of Sunley Communications LimitedName

Sunley Communications Ltd

Comments and special requirements

Customer Acceptance

1. I confirm that all the information of this application is true and correct and that I am authorised to sign this form on behalf of the business named on page 1. I understand I have the right to cancel any service without charge from SCL before it goes live by giving due notice.
2. I accept that this agreement will be governed the SCL's standard terms and conditions for the services requested which may be changed from time to time and are available at www.sunleygroup.com. I confirm I have received and read a copy of these.
3. I agree that the minimum contract period (MCP) for each service requested will run for an initial period of 36 months from the date each service begins, unless a different period is written into the special requirements box. If I have ticked a box to indicate I have 11 or more employees (an 'eligible business') then at the end of each MCP, unless terminated with no less than 90 days' notice, such notice expire on the anniversary of when each service began, the service will automatically continue for a further MCP of 12 months. If we have less than eleven employees, after the end of the MCP, the contract will continue until terminated with no less than 60 days' notice and we may be moved onto the SCL standard tariff unless we opt for a subsequent MCP.
4. I understand that SCL are not liable for any early termination fees due to my existing supplier (so and that I will have to pay an early termination fee to SCL if I wish to cancel any service(s) before the end of the MCP(s), this may include line rental charges, minimum monthly call spend, and other fixed monthly charges (i.e. inclusive call packages) until the later of, the end of the MCP or the end of the requisite notice period.
5. I understand that I have requested the transfer of my fixed line telephone service to SCL, then unless I have chosen a similar value calling feature, any existing select services on my line will be discontinued.

Name:

Position:

Signature:

(DD)

(MM)

(YY)

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