



CANCELLATION FEE MATRIX

Valid as of 1st June 2019

All prices listed in this document are expressed in GBP exclusive of VAT.

ACN reserves the right to change the terms and prices presented in this document.

GENERAL INFORMATION

If you choose to terminate your 12-month contract within the binding period, a cancellation fee will be applied. The fee will be calculated as the amount of your monthly recurring charge (MRC) at the time you signed up for your service multiplied by the number of months remaining from the 12-month term of your contract.

The table below shows the Cancellation Fee amounts applicable at any given point of your 12-month contract.

Contracts without binding period are not subject to a Cancellation Fee

CANCELLATION FEE MATRIX

Tariff Name	TABLET			NEW PLANS FROM JUNE 1ST 2019			
	JOi Tablet 2GB	JOi Tablet 5GB	JOi S	JOi M	JOi L	JOi XL	
MRC (Excl. VAT)	£ 8.33	£ 12.08	£ 9.99	£ 12.49	£ 14.16	£ 16.66	
1	£ 91.67	£ 132.92	£ 109.91	£ 137.41	£ 155.74	£ 183.24	
2	£ 83.33	£ 120.83	£ 99.92	£ 124.92	£ 141.58	£ 166.58	
3	£ 75.00	£ 108.75	£ 89.93	£ 112.43	£ 127.43	£ 149.93	
4	£ 66.67	£ 96.67	£ 79.93	£ 99.93	£ 113.27	£ 133.27	
5	£ 58.33	£ 84.58	£ 69.94	£ 87.44	£ 99.11	£ 116.61	
6	£ 50.00	£ 72.50	£ 59.95	£ 74.95	£ 84.95	£ 99.95	
7	£ 41.67	£ 60.42	£ 49.96	£ 62.46	£ 70.79	£ 83.29	
8	£ 33.33	£ 48.33	£ 39.97	£ 49.97	£ 56.63	£ 66.63	
9	£ 25.00	£ 36.25	£ 29.98	£ 37.48	£ 42.48	£ 49.98	
10	£ 16.67	£ 24.17	£ 19.98	£ 24.98	£ 28.32	£ 33.32	

If you cancel between month 1 and month 10, the cancellation fee is charged in 2 times: a first charge of £12.50 and a second charge to match the balance of the above table.

Please note that the total charge is your full cancellation fee and does not exceed your monthly recurring charge (MRC) at the time you signed up for your service multiplied by the number of months remaining from the 12-month term of your contract.

E.g. If you have been using JOi M for 6 months, your Cancellation Fee is equal to £74.95 broken down into two separate charges as follows: £12.50 + £62.45

Tariff Name	TABLET		NEWPLANS FROM JUNE 1ST 2019			
	JOi Tablet 2GB	JOi Tablet 5GB	JOi S	JOi M	JOi L	JOi XL
MRC (Excl. VAT)	£ 8.33	£ 12.08	£ 9.99	£ 12.49	£ 14.16	£ 16.66
11	£ 8.33	£ 12.08	£ 9.99	£ 12.49	£ 14.16	£ 16.66
12	£ -	£ -	£ -	£ -	£ -	£ -

If you cancel on month 11, the cancellation fee is not split in 2 and you will be charged the amount shown in the above table
E.g. If you have been using JOi M for 11 months, your Cancellation Fee is equal to £12.49

CANCELLATION FEE MATRIX – PRICE PLANS UNTIL 31ST MAY 2019

Tariff Name	LEGACY UNTIL MAY 31 ST 2019				
	JOi S	JOi M	JOi L	JOi XL	JOi XXL
MRC (Excl. VAT)	£ 7.49	£ 11.24	£ 12.49	£ 14.99	£ 18.32
1	£ 82.41	£ 123.66	£ 137.41	£ 164.91	£ 201.48
2	£ 74.92	£ 112.42	£ 124.92	£ 149.92	£ 183.17
3	£ 67.43	£ 101.18	£ 112.43	£ 134.93	£ 164.85
4	£ 59.93	£ 89.93	£ 99.93	£ 119.93	£ 146.53
5	£ 52.44	£ 78.69	£ 87.44	£ 104.94	£ 128.22
6	£ 44.95	£ 67.45	£ 74.95	£ 89.95	£ 109.90
7	£ 37.46	£ 56.21	£ 62.46	£ 74.96	£ 91.58
8	£ 29.97	£ 44.97	£ 49.97	£ 59.97	£ 73.27
9	£ 22.48	£ 33.73	£ 37.48	£ 44.98	£ 54.95
10	£ 14.98	£ 22.48	£ 24.98	£ 29.98	£ 36.63



E.g. If you have been using a legacy JOi I for 6 months, your Cancellation Fee is equal to £74.95 broken down into two separate charges as follows: £12.50 + £62.45

		LEGACY UNTIL MAY 31 ST 2019									
Tariff Name		JOi S		JOi M		JOi L		JOi XL		JOi XXL	
MRC (Excl. VAT)		£	7.49	£	11.24	£	12.49	£	14.99	£	18.32
11		£	7.49	£	11.24	£	12.49	£	14.99	£	18.32
12		£	-	£	-	£	-	£	-	£	-

If you cancel on month 11, the cancellation fee is not split in 2 and you will be charged the amount shown in the above table

E.g. If you have been using a legacy JOi L for 11 months, your Cancellation Fee is equal to £12.49