

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 letter.

Once we receive this signed suspension request, we will process your request on the following terms and conditions:

1. All payments must be up to date before we will process your suspension request.
2. This suspension letter must be received by UBI WORLD TV at least 3 working days prior to your requested suspension date.
3. You can suspend the service for a maximum period of 3 months (if contract is still within the initial contract term) or 6 months (if outside initial contract term) (Maximum Suspension Term).
4. If you request suspension within your initial contract term, the period of suspension will be added to the length of your initial contract 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 your service reconnected by the date the Maximum Suspension Term has expired UBI will:
 - a. automatically reconnect your service from that date and UBI will resume billing if your contract is still within the initial contract term; or
 - b. automatically terminate your service if your contract is outside the initial contract term.

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

		Requested Suspension Date

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

We appreciate your continued loyalty.

Sincerely,

Customer Care
UBI WORLD TV