



Code of Practice – Customer Leaving/Canceling services

In order to make sure we have full confirmation from the service owner, we developed a series of standards for cancelling/transferring services. They are not designed to irritate but to make sure that we do not disrupt the business continuance importance set out by the regulatory body Ofcom.

We are fully compliant with those guidelines and all we have asked is for you to support the process with us as the current owner of the business services you are renting from us.

Please understand that we take our responsibility to look after business communication infrastructure very carefully to make sure no one damages an active income and protection is our main responsibility. We are the owner of the services and any communication to another party is not directed to us.

Our entire team is dedicated to following the delicate process of transfer when applicable and we wish for a smooth process whatever the client's request.

The criteria are as follows:

- We will require via post (The Stables, Cole Hill Bank Congleton, Cheshire CW12 3AD) or email (csg@cstabs.co.uk) on company letterheaded paper document:
 - Address of the company or where you are corresponding from.
 - Address from where the services are present/installed.
 - Phone numbers and services present on them where applicable.
 - Formal notice on the intent of transfer or intent to cease services.
- We will send an acknowledgement receipt in an email followed by a verbal confirmation after a cooling period of 7 days.
 - We will require you to confirm verbally or in writing the gaining provider in case of transfer.
- We will send a confirmation of termination/ transfer accepted via email and 90 days' notice and the exact date of when the services can be transferred/ceased.
- Do not cancel the direct debit as there will be a final bill to pay
- You will receive an email confirming that all services are stopped and that your account is closed.