

Verizon UK Debt and Disconnection Policy

This document describes Verizon UK's policy on debt and disconnection for non-payment of bills. The document is intended to inform our business customers who may have difficulty paying the bills issued by Verizon. It does not relate to bills from any other telecommunications operator or service provider.

Please refer to your contract with Verizon which sets out the relevant contractual conditions related to non-payment of bills and which will take precedence over what is written here.

You must pay the charges for the services you subscribe to and/or use every month by the date on your bill. We may charge fees if you're late in paying. If you are unable to make full payment by the date shown on your bill, you should contact your Verizon account manager immediately.

Verizon operates a dunning process (i.e. a payment reminder process) to ensure payments are collected. If you fail to pay, depending on your contract, we may also:

- suspend services; and/or
- terminate services.

We will only suspend or terminate your services as a last resort and after giving due warning.

Unless specified otherwise (such as in your contract), we may charge an early termination fee if we terminate your services as a result of your material breach. Furthermore, we reserve the right to initiate legal action, incurring debt collection fees which will be added to the total debt.

Subject to the wording in your contract, we also reserve the right to suspend and/or terminate your services from the network for other reasons outside of non-payment, however these reasons are not covered by this policy.

This policy may change from time to time. For more details, please refer to your contract.

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