

## Cancelling your Vision Contract

### Can we fix this & help?

We're sorry to hear you're thinking of leaving Vision, we strive constantly to exceed customer expectations at every opportunity.

It may be that there's a simple solution to the problems you're having and that a quick chat will resolve the issues. If you are leaving due to "price or value" please speak with our Price Promise Team. If there's anything we can do to make your experience better and stop you from leaving our experienced team of Customer Services experts are here to help.

But if you'd prefer to simply cancel your services, here's everything you need to know to make cancelling your connection as easy as possible.

If you have any other questions or need help with cancelling your contract and cannot find the answers on this page, you can call **0871 200 3274** or email [care@visiontelecomsolutions.co.uk](mailto:care@visiontelecomsolutions.co.uk)

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### How to cancel

You can cancel your contract with us at any time but it's worth noting that if you do decide to cancel, you may be charged early termination fees.

To cancel your **Vision contract**, please use one of the following methods:

- Email [care@visionetelcomsolutions.co.uk](mailto:care@visionetelcomsolutions.co.uk)
- Call 0871 200 3274
  
- If you would like to request a PAC please text PAC to 65075 for free (mobiles only)
- If you would like to request a STAC please text STAC to 75075 for free (mobiles only)

### Who can request Pac, Disconnection or Give Notice?

- To transfer, disconnect a service, you must be the person who signed the contract or an authorised signatory on the account.
  
- If you have been supplied a Vision service by your business but did not sign the contract, you will not be able to transfer or disconnect the service. Similarly, if you work for the company but you are not the signatory or an authorised signatory, you will not be able to make a transfer or disconnection request so please contact your employer.

### All Products/Services - Disconnection

- If you choose to cancel your Vision contract by removing a service (or multiple services) from our network, you must provide 90 days' notice. This applies even if you are outside of your minimum termination period (as outlined in your vision contract terms & conditions).
  
- The easiest way to request a disconnection is email: [care@visiontelecomsolutions.co.uk](mailto:care@visiontelecomsolutions.co.uk)

## Mobile only – (Pac) Take your number to another network

- If you wish to keep your existing number by transferring it to a new network, you can request a Porting Authorisation Code (PAC). PAC codes must be used within 30 days, after 30 days a new PAC must be generated by following the same procedure.

## Mobile only - STAC

Customer wishing to not retain & disconnect the mobile number they can text 'STAC' to 75075 to request a 'service termination authorisation code'. The rest of the process is the same as above. This takes away the hassle of having to talk to your current provider if you simply want to leave them. A STAC affords you exactly the same rights as a PAC except it will not transfer your number. However, please be aware that your service(s) will not be disconnected from Vision until the code has been received and activated by the new service provider. Therefore, you will continue to pay for the Vision service up until that transfer has actually occurred.

Please note that to keep a number, it must be transferred – you cannot keep a number without it being transferred and all numbers will be put back into general circulation and may be used by a different customer at a later date.

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## Want to find out when your contract ends and any costs that may be payable?

You can request information about any charges (including termination fees) associated with transfer or disconnection requests without initiating a transfer or disconnection by calling 0871 200 3274 or emailing [care@visiontelecomsolutions.co.uk](mailto:care@visiontelecomsolutions.co.uk)

## Billing: what you need to know if you do decide to leave

You'll be billed as normal until the date you disconnect or transfer your number.

Your final bill will be invoiced once your service has disconnected and we've calculated and reflected on your invoice any Termination Fees, accrued but unpaid monthly fixed charges, any additional accrued but unpaid call, text and data usage.

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## How long does it take to receive my PAC, STAC or Switching Information?

Business contracts work differently to a standard consumer contract as tariffs tend to be more complex which is why Ofcom's lead times differ when it comes to issuing codes to business customers.

Here's a breakdown of the methods you can request a PAC, the lead times for issuing you your PAC or STAC and how you will receive it.

	Single Service/Number	Multiple Services (2-24)	Multiple Services (25+)
Free Text1	Immediate if possible otherwise 2 hours	n/a	n/a
Email	2 working days	2 working days	10 working days
Phone	Immediate if possible otherwise 2 hours	Immediate if possible otherwise 2 hours	10 working days

<sup>1</sup> You can only make requests by text if your contract is in respect of a single service. The text must be sent from the service relating the request for it to be valid.

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## Terms and conditions/ Date of Disconnection / Costs of Termination

If you choose to cancel a Vision service, you will be required to pay the aggregate of:

- any Charges that have been accrued on the service up to and including the date of disconnection (including any fixed monthly service charges and any variable charges including roaming charges and any additional call, text or data (including roaming) charges and
- any Termination Fee that may payable under any contract you have with Vision or any of its affiliates/ partners, which shall be calculated from and including (i) the date of disconnection to (ii) the date that represents the end of any minimum Service Term under your Vision contract; and
- any Termination Fee that may be payable under any lease contract that you may have entered in respect of the financing of any equipment.

At the time of issuing your PAC/STAC/Disconnection we will notify you of any costs, fees or charges that you will be liable to pay if you do disconnect together with an explanation of any accrued costs, fees or charges that may not be able to be calculated until after the date we issued the PAC or STAC.

If you have multiple services but only wish to transfer or disconnect some of the services, you will still be charged termination fees but only for the services that are within their minimum contract term. In these cases, the termination fee will be proportional to the number of services being terminated.

"Termination Fee (or Early Termination Charges)" - if you are within your minimum contract term , you will be charged a termination fee equivalent to the monthly fixed charge multiplied by the remaining time until expiry of that minimum contract term. For example if your contract contains a 24-month Service Term and you have four months and 15 days remaining, your termination fee will be calculated as Fixed Monthly tariff x Four months and 15 days)

To View Terms & Conditions [click here](#).