

Notice to end the contract once the minimum contract period is served

If you wish to terminate your contract at the end of the minimum contract period, then you must provide us with 60 days written notice prior to the minimum contract period end date. Likewise, once you have served the minimum contract period you must provide us with 60 days written notice that you wish your contract to terminate. If you do not provide us with a minimum of 60 days written notice standard termination charges will apply.

Auto Renewal – Companies with more than 10 employees

Where the Customer fails to transfer their services away from Vision within 30 days following the expiry of the Minimum Term or the expiry of any subsequent period, this will be deemed as acceptance by the Customer of continuing to contract with Vision Mobile for a further period equivalent to the Minimum Term (unless Vision Mobile agree otherwise). Correct at time of print as per regulations.

Payment methods

We only accept payments using direct debit, BACS, Cheque. Direct Debit is free of charge, all other payment methods incur a payment processing charge of £4.99 exclusive of VAT.

Rejected Payments

If your payment is rejected by your bank then an administration fee of £25 will be applied.

Late payment fees

If your previous invoice has not been paid at the time of producing your next invoice, a late payment fee of £15.00 will be charged to business customers so that we cover our administration costs.

Disconnection for non-payment

If your service is disconnected for non-payment you will be subject to a charge of £46.90 per CLI (telephone number).

Fraud Monitor (not applicable on Mobile orders)

Vision Fraud Monitor keeps a close eye on your calls and, if spotted, we will contact you to highlight potential frauds. Vision Fraud Monitor costs only £3.99 per month plus 69p per channel or line and is added on every order.

Hardware & Phones Supplied

Any equipment supplied remains property of Vision Mobile until expiry of the minimum contract term, if you chose to disconnect early all equipment must be returned in working condition to Vision.

Faulty Equipment

Must be reported within 7 days, after this period it fall under manufacturer warranty rules.

Old Account

Please note Vision are not liable for any old accounts, these remain your responsibility to cancel & settle.

Terms & Conditions

Our standard terms & conditions are available upon request or at <https://visiontelecomsolutions.co.uk/terms-and-conditions/>

This document only briefly highlights the main points of the contract please always refer back to the full terms and conditions.