

CloudXentral Cancellation Policy & Terms Compliance

Effective for all CloudXentral accounts provided by NewCom Website:

www.cloudxentral.com

1. Purpose

This Cancellation Policy forms part of the CloudXentral Terms and Conditions Agreement between NewCom ("NewCom," "we," "us," or "our") and the customer ("you," "Customer"). By using the Service, you acknowledge and agree to comply with this Policy, regardless of whether a separate signed contract exists. Use of, or continued payment for, the Service constitutes acceptance of these terms.

2. How to Request Cancellation

All cancellation requests must be submitted in writing by email to our Customer Support team at:

support@newcomvoip.com

Verbal requests, phone calls, chat messages, or any other form of communication will not be accepted as a valid cancellation request. Only a written email request to the address above will initiate the cancellation process.

3. 30-Day Disconnection Period

Upon receipt of a valid cancellation email, NewCom requires **thirty (30) calendar days** to fully disconnect all associated services. This period is necessary because NewCom is responsible for provisioning, maintaining, and supporting numerous underlying components and third-party services required for CloudXentral to function correctly, and these services are billed to NewCom on a **postpaid basis**. The 30-day notice period allows NewCom to properly close out these dependent services and avoid incurring costs on your behalf after your intended disconnection date.

4. Billing During the Notice Period

If your account's regular billing cycle falls within the 30-day disconnection period described above, that invoice will still be generated and is due and payable in full. This charge reflects services that remain active and costs already incurred by NewCom during that period, and it will not be waived or prorated.

5. How to Avoid an Additional Billing Cycle

To avoid being billed for an additional cycle while your services are being disconnected, we strongly recommend that you submit your cancellation email **at least one (1) day before your next billing cycle date**. Submitting your request with this lead time allows the 30-day disconnection process to run its course without overlapping into a new invoice period.

6. Equipment and Hardware Financing Plans

If your account includes a hardware financing plan (e.g., phones, adapters, or other equipment financed through NewCom), the terms above apply **in addition to** your hardware obligations. Upon cancellation, the full remaining balance of all outstanding hardware payments becomes immediately due and payable, together with any charges accrued during the 30-day disconnection period described in Section 3.

7. Summary of Customer Responsibilities

- Cancellation requests must be sent by email to support@newcomvoip.com.
- Allow 30 calendar days from the date of your email for full service disconnection.
- Any billing cycle that falls within this 30-day period will be charged in full.
- Submit your request at least one day before your billing date to minimize additional charges.
- Any outstanding balance for financed hardware must be paid in full upon cancellation.

8. Agreement

This Cancellation Policy is incorporated by reference into, and should be read together with, the CloudXentral Terms and Conditions Agreement. Continued use of the Service, submission of an order, or payment of invoices constitutes your acceptance of this Policy, even in the absence of a separately executed contract.

NewCom reserves the right to update this Policy at any time. Changes will be posted on www.cloudxentral.com and, unless otherwise stated, will take effect immediately upon posting.