



Notice of Customer's Cooling off Rights



Up to 10 days after an agreement is made

You may terminate this Agreement (for any reason) within 10 business days from and including the day after you signed or received this Agreement.

Up to 3 months after an agreement is made - in certain circumstances

You may terminate this Agreement up to 3 months after it is made (or after the contract is received, if the agreement is by phone) if the salesperson:

- visited you outside of the permitted selling hours;
- did not disclose the purpose of the visit;
- did not produce identification; or
- did not leave the premises upon request.

Up to 6 months after agreement is made - in certain circumstances

You may terminate this Agreement up to 6 months after it is made (or after the contract is received, if the agreement is by phone) if the salesperson:

- did not provide you with information about the cooling off period; or

- was in breach of other requirements for unsolicited consumer agreements (such as failing to provide a written copy of the agreement or not including required information in the written agreement) or;

- supplied goods or services during the cooling off period.

How to terminate an agreement in the cooling off period

You may terminate this Agreement within the applicable cooling off period by advising TransACT:

- orally (in person or over the phone); or
- in writing, by completing the Termination Notice on this form and sending or faxing it to us **OR** by posting or faxing a letter to us, setting out your name, address, phone number, account number(s), service type(s), date you sign/received agreement(s) and, if the 3 or 6 month cooling off period applies and details of the circumstances under which you are terminating the Agreement.

The termination date is considered to be the date on which notice of termination was given or sent/posted.

CUSTOMER DETAILS

▶ First name	<input type="text"/>	▶ Surname	<input type="text"/>
▶ Street address	<input type="text"/>		
	<input type="text"/>		
	Postcode		
▶ Home	<input type="text"/>	▶ Work	<input type="text"/>
▶ Mobile	<input type="text"/>		



Termination Notice

	Agreement 1	Agreement 2	Agreement 3
Account no:			
Service type:			
Date agreement signed/received:			

I hereby terminate (tick applicable):

- | | | |
|---|---|---|
| <input type="checkbox"/> Agreement 1 | <input type="checkbox"/> Agreement 2 | <input type="checkbox"/> Agreement 3 |
| Applicable cooling off period (please specify): | Applicable cooling off period (please specify): | Applicable cooling off period (please specify): |
| <input type="checkbox"/> 10 business days; | <input type="checkbox"/> 10 business days; | <input type="checkbox"/> 10 business days; |
| <input type="checkbox"/> 3 months; or | <input type="checkbox"/> 3 months; or | <input type="checkbox"/> 3 months; or |
| <input type="checkbox"/> 6 months. | <input type="checkbox"/> 6 months. | <input type="checkbox"/> 6 months. |

If any agreement is terminated within the 3 or 6 month termination period, please provide further details in the space provided below.

Reason for termination

- | | | |
|---|---|---|
| <input type="checkbox"/> I am terminating Agreement 1 during the (tick appropriate period and reason/s): | <input type="checkbox"/> I am terminating Agreement 2 during the (tick appropriate period and reason/s): | <input type="checkbox"/> I am terminating Agreement 3 during the (tick appropriate period and reason/s): |
| 3 month cooling off period because the salesperson: | 3 month cooling off period because the salesperson: | 3 month cooling off period because the salesperson: |
| <input type="checkbox"/> visited me outside of the permitted selling hours | <input type="checkbox"/> visited me outside of the permitted selling hours | <input type="checkbox"/> visited me outside of the permitted selling hours |
| <input type="checkbox"/> did not disclose the purpose of the visit | <input type="checkbox"/> did not disclose the purpose of the visit | <input type="checkbox"/> did not disclose the purpose of the visit |
| <input type="checkbox"/> did not produce identification | <input type="checkbox"/> did not produce identification | <input type="checkbox"/> did not produce identification |
| <input type="checkbox"/> did not leave the premises upon request. | <input type="checkbox"/> did not leave the premises upon request. | <input type="checkbox"/> did not leave the premises upon request. |
| 6 month cooling off period because the salesperson: | 6 month cooling off period because the salesperson: | 6 month cooling off period because the salesperson: |
| <input type="checkbox"/> did not provide your with information about the cooling off period | <input type="checkbox"/> did not provide your with information about the cooling off period | <input type="checkbox"/> did not provide your with information about the cooling off period |
| <input type="checkbox"/> supplied goods or services during the cooling off period | <input type="checkbox"/> supplied goods or services during the cooling off period | <input type="checkbox"/> supplied goods or services during the cooling off period |
| <input type="checkbox"/> did not provide a written copy of the agreement | <input type="checkbox"/> did not provide a written copy of the agreement | <input type="checkbox"/> did not provide a written copy of the agreement |
| <input type="checkbox"/> information was missing from the written agreement | <input type="checkbox"/> information was missing from the written agreement | <input type="checkbox"/> information was missing from the written agreement |
| <input type="checkbox"/> obligations were not complied with | <input type="checkbox"/> obligations were not complied with | <input type="checkbox"/> obligations were not complied with |

Fax this termination notice to 02 6229 8011 or post it to TransACT PO Box 1006, Civic Square ACT 2608.