

Contract Breach Procedure

Track24 supply products and services that are used by clients in high risk locations where a sudden deactivation could remove an important element of a total security solution.

Track24 commit to following the below deactivation procedure following a contract breach.

Track24 will only terminate the contract and deactivate devices in regards to unpaid invoices when the following steps have been completed.

- 1.** A member of the Track24 Finance team will be in touch with the client finance team reminding them of the due payments.
- 2.** If no response is received, the Track24 Finance team will escalate this to the Track24 Account Management team.
- 3.** The Track24 Account Manager will reach out to the contract owner, to settle the overdue payments.
- 4.** If no response is received, the Account Manager where possible will escalate this to the HQ level to attempt to reconnect communications.
- 5.** If after the completion of the four above steps, there has still been no payment, then a full deactivation of unpaid assets will be scheduled and notice of intended deactivation will be given to the most recent contact details provided.
- 6.** If no payment is received during the notice period, then deactivation will proceed.

Track24 reserves the right to terminate the contract without warning where the devices have been or are being used illegally, fraudulently, contrary to our fair use policy, or in a way that harms our network.