

# Contract Renewals

Any services not in contract (it may be that this was in contract, which has now terminated, or was originally taken out on a rolling 30-day contract), will automatically be charged at the current product price, based on a 30-day term contract.

## Contract pricing

The price charged will vary as follows, according to the term:

- 30-day term : Product price + 20%
- 12-month term : Product price
- 24-month term : Product price - 5%
- 36-month term : Product price -10%

## Selecting your contract term

We have created a new self-serve portal that you can access at any point.

<https://www.globe2.net/customer-portal/manage-ooc-services/>

When accessing this, you will be prompted to enter the email address associated with the Account.

Note: this is not necessarily YOUR mailbox, but the mailbox we have on record for the account (see Troubleshooting below).

### Globe2 Customer Portal

To login to your customer account, please submit the form below with your main account's email address - this is usually the same as your billing email. If you are unsure what this is, please contact [support@globe2.net](mailto:support@globe2.net).

Email:

Send Login Link

✓ If your email exists within our system, you will receive an email within 2 minutes. If you do not receive the email, please first check your junk / spam folder before contacting [support@globe2.net](mailto:support@globe2.net)

To access the portal, simply enter the email mailbox into the field in the portal.

This will send you a one-time link; clicking on the link will take you to the portal, which will display any services not currently in contract, and the options available to you.

## Menu:

Dashboard

Manage Out Of Contract Services

Logout

Managing Account: [redacted]

# Manage Services

Below you will find a list of all your out of contract services. To save money, you can opt to renew these on a fixed-term contract while continuing to pay monthly.

**How our pricing works:** Our standard pricing is based on a 12-month contract. If you're out of contract, you'll pay 20% more than the 12-month rate. For better value, a 24-month contract gives you a 5% discount, while a 36-month contract offers a 10% discount compared to the 12-month price. Check out the bottom of the page to see your total possible savings!

1 <input checked="" type="checkbox"/>	Service	Qty	Price Per Month, excluding VAT				
			1m (current)	12m	24m	36m	
<input checked="" type="checkbox"/>	[redacted]	1	[redacted]	[redacted]	[redacted]	[redacted]	12 Months ( £ [redacted] ) 3

**Total Possible Savings (compared to 1m commitment):**  
12-month contract: [redacted]  
24-month contract: [redacted]  
36-month contract: [redacted]

Contract Length:  
2 Select individually

4 Review Contract

1. Check the services you want to enter into a contract (checking the top checkbox will check all services).
2. Select the contract term. To select different terms for different contracts, choose 'Select individually'
3. If selecting individually, chose the relevant option for each service
4. Click on Review Contract when ready

This will take you to the Contract Review page:

**Menu:**

- Dashboard
- Manage Out Of Contract Services
- Logout

Managing Account: [REDACTED]

# Review & Submit Contract

Please review the contract(s) listed below and once you are happy, please submit the form below. Upon doing so, the contract(s) will be created and someone from Globe2 will reach out within one working day to confirm the new contract.

**Contract Term: 12m**

**Contract Start/End Date:** 01-05-2025 - 30-04-2026

Service Name	CLI Detail	Qty	Price (excl. VAT)
[REDACTED]	[REDACTED]	1	[REDACTED]

## Review and Sign

TYPED SIGNATURE (Your Name):

1 John Doe

2  I have read and understand the **Globe2 Terms and Conditions**.  
 I am authorised to sign this contract on behalf of [REDACTED]

By clicking 'Confirm & Finalise', you agree that the typed name and checkbox selection constitute your e-signature and that the information provided is accurate.

After clicking 'Confirm & Finalise', your contract(s) will be created with a start date of 01-05-2025 and a Globe2 employee will be in touch to confirm your contract renewal(s).

3 **Confirm & Finalise**

Enter your name, check the relevant boxes and click on Confirm and Finalise to complete the process.

The Globe2 Terms can be found here: <https://www.globe2.net/trading-terms/>

## Troubleshooting

### I don't know what the registered mailbox on the account is

Please email us at [support@globe2.net](mailto:support@globe2.net) from a mailbox which is associated with the Account Holder on record requesting the mailbox details.

### I don't receive the email when I submit the form

It may be that you are not entering the mailbox we have associated with the account. Please email us at [support@globe2.net](mailto:support@globe2.net) from a mailbox which is associated with the Account Holder on record requesting the mailbox details.

### I don't have access to the mailbox registered to the Account.

Please email us at [support@globe2.net](mailto:support@globe2.net) from a mailbox which is associated with the Account Holder on record, with details of the correct mailbox to use.

Note that the email address provided will get any notifications of contracts which are expiring, or of services out of contract.

**I want to update the mailbox registered to the Account.**

Please email us at [support@globe2.net](mailto:support@globe2.net) from a mailbox which is associated with the Account Holder on record, with details of the correct mailbox to use.

Note that the email address provided will get any notifications of contracts which are expiring, or of services out of contract.

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