*Service Cancellation Checklist*

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| --- | --- |
| Required Information | To Be Completed |
| Customer CIDN: | *[Insert CIDN Here]* |
| Customer Name: | *[Insert Customer Name Here]* |
| Customer Account Number: | *Must be 10 digits in length* |
| Customer Service FNN to cancel: | *NXXXXXXXR YXXXXXXXXXXN* |
| Type of Service to cancel: | *Example: Business IP ADSL, TID Ethernet, Connect IP eLite* |
| Service Address: | *Insert Service Address Here* |
| Cancellation Authority: | *Letter of Approval required from Customer* |
| Effective Date of Cancellation: | *Must be Prior to Today* |
| Technical Contact Details: | *Customers Technical Contact (Full Name, Email Address and Best Contact Number)* |

***\*Disclaimer\****

* Exltech have no authorisation, control or access to billing and the backdated credits
* If the services haven’t yet been completed, Exltech can attempt to withdraw the order. This requires receipt of an email stating the customer would like to withdraw their current order.