

SERVICE DISCONNECT AUTHORIZATION

We have received your request to disconnect service, and are saddened to hear of your decision. Our mission is to simplify the way organizations communicate and collaborate, and we're sorry we were unable to do so for your organization. We would appreciate you taking the time to share what we could have done to keep your business.



TELNET
WORLDWIDE

In order to comply with your request, this form must be filled out in its entirety and signed by an authorized representative of your business. No changes will be made to your service or billing until this form is signed and returned to TelNet Worldwide.

Send via email to **accountchanges@telnetww.com** or by fax to **(248) 485-1292**

Customer Information and Authorization

Company Name: _____
TelNet Worldwide Account Number: _____ TelNet Worldwide Service Location Number(s): _____
Primary Phone Number(s): _____
Contact Name (Printed): _____ Title: _____
Contact Phone Number: _____ Contact Email: _____
Authorized Signature: _____ Date: _____

Reason for Disconnect (Please select all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Pricing | <input type="checkbox"/> Customer service | <input type="checkbox"/> Business closing |
| <input type="checkbox"/> Service terms | <input type="checkbox"/> Service issues | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Billing issues | <input type="checkbox"/> Service offerings | |

We know your time is valuable and would deeply appreciate it if you could please tell us what we could have done to improve your experience and keep your business.

Additional Comments: _____

Disconnect the following service(s):

Please disconnect ALL services/telephone numbers associated with our account(s) including any toll-free, digital fax, voicemail phone numbers and data services if applicable

Please disconnect ALL services/telephone numbers associated with the following location(s) ONLY, including any toll-free, digital fax, voicemail phone numbers and data services if applicable. (Specify address and/or TelNet service location number.)

Please disconnect ONLY the following services/telephone numbers associated with our account(s). (List all.)

Additional services/numbers to disconnect are attached

Disconnect service(s) by: _____

NOTE: Indicate requested disconnect date in MM/DD/YYYY format.

Important Notes

- Early Termination Fee (ETF) applies for services disconnected by the Customer prior to the end of a contract term. If the services listed on this form are terminated while under contract, you will be charged an ETF as specified in your Service Agreement or contract and TelNet Worldwide's General Terms and Conditions.
- Per TelNet Worldwide's General Terms and Conditions, 30 days prior written notice is required to cancel or disconnect service. If all or part of the Customer's service is terminated or switched to another carrier without prior notice to TelNet Worldwide, TelNet Worldwide will continue to invoice the Customer until receipt of the Service Disconnect Authorization Form.
- Disconnect orders take 30 business days to complete.
- All on-premise TelNet Worldwide equipment (such as routers, switches, rental phones, power blocks, etc.) must be purchased or returned to TelNet Worldwide (Attn: Equipment Recovery, TelNet Worldwide, 31700 Research Park Drive, Madison Heights, MI 48071) within 30 days of service disconnection, or a replacement fee may apply. Prepaid shipping labels are available upon request.