

Cancellation Request Form

**Cancellations,
c/o Biscit, Berkeley House, 18-24 High Street, Edgware, HA8 7RP**

CUSTOMER DETAILS

Customer Name:	Customer ID:
ADSL Telephone Number:	Email Address:
Full Address:	Date of Cancellation Request:

REASONS FOR CANCELLATION

As a valued customer, we're sorry to learn that you wish to leave us. And as part of our customer-centric policy, we'd like you to tell us why. Please tick the relevant boxes below:

Availability of Technical Support	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Price	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Features included in package	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Not using the service	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Service downtime	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Friendliness of staff	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Moving home	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Other Comments	<input type="checkbox"/> Yes	<input type="checkbox"/> No

OTHER COMMENTS

If you ticked the Yes box for other comments, please enter you comments below;

Would you re-consider a new contract with us on a more beneficial package to you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Will you recommend a Friend to us?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**Do you require a MAC (Migration Authorisation Code) ?
(Please note that a charge of £35 is payable for this, and will be debited to your bank account or credit card.)**

Yes No

If your request is made and received after 14th February 2007, then MACs will be provided FREE of charge.

Please note that your receipt of a MAC does not discharge any existing or continuing liability you may have under your contract.

Signature

Date

This form will be accepted as confirmation that you would you like to cease your current contract with your provider in accordance with the terms and conditions.

PLEASE NOTE THAT CANCELLATIONS ARE NOT ACCEPTED BY PHONE OR EMAIL, AS WE REQUIRE SIGNED CONFIRMATION, AS PART OF OUR COMPLIANCE PROCEDURES.

Our procedures require us to process work queues in the order in which they are received, and we normally expect to process requests within 15 working days.

Thank you for your business. A warm welcome awaits you if you decide to return.