



C L E A R R A T E

# Residential Service Disconnect Confirmation

Clear Rate Communications has received a request to disconnect some or all of your existing telecommunications services. We ask you to complete this disconnect confirmation form to avoid confusion and service disruption for your business service. We appreciate your business and we are sorry to lose you as a customer.

## CUSTOMER INFORMATION

Account Holder Name \_\_\_\_\_ Account Number \_\_\_\_\_

Service Address \_\_\_\_\_

Contact Name (Print) \_\_\_\_\_ Contact Title \_\_\_\_\_

Contact Email Address \_\_\_\_\_ Contact Phone \_\_\_\_\_

## REASON FOR DISCONNECT

Service Terms       Billing Issues       Other \_\_\_\_\_

Customer Service       Pricing

Service Offerings       Service Issues

Business Closing       Deceased (please provide death certificate)

## SERVICES TO BE DISCONNECTED

Disconnect ALL services. No services will remain active once this request is completed.

Customer confirms they have made all arrangements to continue voice, internet, cloud and IT Services. Customer further acknowledges they shall hold Clear Rate Communications harmless for any issues caused directly or indirectly by this disconnect.

Disconnect ONLY the following services \_\_\_\_\_

DISCONNECT Date requested (MM/DD/YYYY) \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

## IMPORTANT NOTES

- Clear Rate's standard interval for disconnection of complex services is 15 calendar days, however service disconnects may take up to 30 days. A disconnect fee will be applied.
- An Early Termination Fee (ETF) may apply to disconnected services, any ETF will be applied in accordance with your Master Service Agreement.
- It is the customer's responsibility to dismantle and return all Clear Rate equipment in good working condition within 30 days of the above Disconnect Date. Clear Rate equipment charges will apply to your final invoice. FedEx return labels are available upon request.
- Customer is responsible for all usage charges, monthly service charges or any other charges up to and including the day of termination.

Complete, sign and **email to support@clearrate.com** or **fax to 877-877-5225**.