



## **Terminate/RQ Order Checklist**

### **Customer Details:**

- Account Number and Account Name
- Customer reference
- End customer name
- Customer Contact details/Notification email

### **Service Details:**

- Product to be terminated
- Disconnection Date
- Circuit ID/Line Number
- Attached Services and are these to be terminated: Y/N – please advise service ID's and requirements
- Site address:
- Local site contact details
- Technical site contact details
- Special requirements/Comments

### **Contractual Details:**

Please note that your contract with us requires you to:

1. Give us a specified amount of notice before we are required to terminate a service - have a quick check of this before you send through your order.
2. Depending on your term, there may be some charges involved. Please let us know if you would like us to calculate the early termination charges and advise you of them before you decide to proceed with the termination.