

Service Termination Form

1. Customer's Details				
Company Name:		Business Registration No.:		
Contact Person:		Postal Code:		
Company Address:				
Tel Number:		Mobile Number:		
Email:				
2. Billing Information				
Billing Contract Person:		Postal Code:		
Billing Address:				
Tel Number:		Fax:		
Email:				
3. Service(s) to be Terminated				
<input type="checkbox"/> IEPL	<input type="checkbox"/> DCI	<input type="checkbox"/> Cross Connect in DC	<input type="checkbox"/> Broadband	<input type="checkbox"/> DIA
<input type="checkbox"/> IP Transit	<input type="checkbox"/> SD-WAN	<input type="checkbox"/> SaaS Optimization	<input type="checkbox"/> MPLS VPN	<input type="checkbox"/> Other
If "Other" is selected, please specify:				
Service Ref Number (CRM no):				
Service ID(s) To Be Terminated:				
Service Address:				
On-Site Contact Person				
Tel Number:		Mobile Number:		
Email:				
Requested Service Discontinuation Effective Date:				
Reason of Termination:				
4. Return of Equipment(s)				
Return Equipment(s):				
Return Address:				
Return Address Attention Personnel:				
Contact No of Return Address Attention Personnel:				

5. Penalty / Outstanding payment		
Billing Currency:		
Item	Description	Amount
		(VAT / Sales tax):
		Total:
Additional Comments:		

- Remarks:**
1. Time referred to herein is GMT+8
 2. Office hours: Monday to Friday from 9:00am to 6:00pm (GMT+8)
 3. Non-office hours: Monday to Friday from 6:00pm to 9:00am on the following business day (GMT+8), and all day on Saturday, Sunday and Public holidays.
 4. After the expiry of the minimum committed term, the termination notice period is 30 working days after the date on which a termination form is signed by the Customer, received and accepted by GOIP. It will usually take 3 working days for GOIP and confirm the receipt and acceptance of the termination form signed by the Customer.
 5. The Customer should return the equipment (if any) provided by GOIP to GOIP within 30 days after the termination. Failure to return the equipment (if any) within 30 days after the termination, the Customer should pay the penalty which is the deposit amount of the equipment stated in the Service Order.
 6. To withdraw or cancel this service termination request, please provide 7 working days notice to GOIP.
 7. Upon signing of this service termination form, Customer is deemed to agree to pay the penalty/ outstanding payment stated (if any) to GOIP.

We, the party signing below, hereby acknowledge that we have read and fully understand the General Terms & Conditions listed and agree to adhere to them once GOIP accepted this order. We confirm that the information given herein by us is true and correct.

Accepted by the Customer	Received By GOIP	Accepted By GOIP
Authorized signature / Company Chop	Account Manager Signature	Accepted by GOIP
Name:	Name:	Name:
Date:	Date:	Date: