

## CANCELLATION PROCESS

### How to cancel any or all of your Waterloo Wireless services:

We're sorry to hear you're considering cancelling your **Waterloo Wireless** services. Our goal is to exceed expectations by providing you the best products and services. Before you make your final decision, please call us so we can sort things out.

What is the process for cancelling any service with **Waterloo Wireless**?

Please contact our office at **519-648-9993** (toll free **1-888-405-8946**) and ask for the Accounts Department at extension #21. They will assist you with your cancellation needs and provide instructions on how to close your account.

### Why you need to contact us:

We need to speak with you in order to process your cancellation request and ensure you are informed of any details relating to your account changes. It is important that you read the **End User License Agreement** that we entered into together when we established or modified your services. If there is a term associated with this Agreement you may be subject to final termination charges of the total number of remaining months of your contract. You can find this Agreement at [www.waterloowireless.com/EULA/](http://www.waterloowireless.com/EULA/)

### Have you changed your mind about a recent cancellation?

Simply contact one of our technical support representatives at **519-648-9993** (toll free **1-888-405-8946**) or send us an email to [support@waterloowireless.com](mailto:support@waterloowireless.com). We'll help you switch back to **Waterloo Wireless**.

