



2531 W 237th Street • Suite 102 • Torrance • CA • 90505 • Tel:(310) 856-0555 • Fax:(310) 856-0557

Terminating your Circuit with Creative Wireless:

First, we are sorry to see you go but and wish you well wherever you are heading.

There are three steps that must be completed in order to cancel your service.

- 1.) Pursuant to your contract terms, Your cancellation notice must be received in writing at our offices. You may send it by e-mail, fax, USPS, Fedex, UPS, or the carrier of your choice. Please be sure to include complete contact information on your cancellation notice as we will contact you to confirm your cancellation. We will generally send you an e-mail to confirm your cancellation date, however we can call you if you prefer. If you do not receive an acknowledgement of cancellation within 24 hours (on business days) , you must contact us by phone at 310-856-0555 to confirm receipt of cancellation. The bottom of this form may be used as your termination notice if all is filled out and faxed back to us.
- 2.) Upon receipt of your cancellation notice, you will be billed for the remaining 30 days (or prorate portion) of your contract. If you have not completed your initial 1 year term any early termination charges will be billed pursuant to your contract terms at this time. All Creative Wireless Services will terminate on that date.
- 3.) In general, Creative Wireless owns the equipment at your premises and you will need to follow the instructions below to return that equipment. You will be notified of your equipment status in your cancellation confirmation letter.

Returning your equipment:

- 1.) The Creative Wireless owned equipment package that you have generally consists of a radio (mounted on the outside of your house), a power supply (plugs into the wall outlet under your desk) and a power injector (a white box 2"x2" that the power supply plugs into). Please gather these things up and package them for delivery to us. Please be sure to unplug the equipment from the wall prior to removal as there are hazardous voltages contained in the cables. All equipment has connectors on it so you do not need to cut anything off just unplug them. If you have questions please call our office before removing items
- 2.) You may return the equipment in one of three ways either by UPS or schedule a drop off at a mutually designated place with one of our installers, or have our installers de-install your locations(additional cost). If you ship the equipment back to us, please insure it for \$500.00 and return it to:

Creative Wireless, Inc.
2531 W. 237th St. STE 102
Torrance, CA 90505
US
Attn: Disconnections

If you wish to schedule a drop off, please contact us at 310-856-0555 and we will attempt to set this up.

If you wish to have us de-install your equipment, there is a \$75.00 service call charge that will be billed upon setup of your appointment. Please note that we will only remove the equipment from your location. Since cabling is affixed to your house, we will cut off the cabling as requested, however, we will NOT remove any cabling from your property.

As a condition of your contract, Your equipment must be returned within 7 days after your disconnect date or you will continue to be billed for service in one month increments until the equipment is returned. Failure to return all of the pieces of the equipment package in good condition will result in being billed for damaged or missing items. Items vary from \$20.00 to \$500.00 per item, depending on the item.

Please accept this letter as my 30 day cancellation notice:

Name: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Date: _____

I understand that a confirmation response will be sent to us within 24 hours on business days. If I do not receive a cancellation response, I will contact the Creative Wireless offices at 310-856-0555 to inquire about its status. No cancellation will be deemed completed until all Creative Wireless properties (equipment) have been returned to our offices.

Signature: _____