



PERMANENT DISCONNECTION REQUEST

Date

To be filled by the customer

- 1. Name of the customer or Company
- 2. Address
- 3. Contact Phone No. Fax No.
- 4. User Name Domain slt.lk sltnet.lk
- 5. Customer Account No.

I wish to disconnect my account permanently because,

(Please tick all that apply)

- I am leaving the country
- SLTNet is expensive and I want to join another ISP (Internet Service Provider)
- Prepaid Internet Cards are cheaper, so I do not want this connection anymore and I bought a prepaid card from
 - SLTNet
 - Other ISP
- SLTNet does not offer packages/products to match my expectations
- SLTNet is slow
- SLTNet servers are not reliable and service interruptions occur frequently
- SLTNet Customer Support is poor in the following areas
 - Technical Help Desk (123) cannot/difficult to be contacted
 - 123 staff is not competent to handle my problems
 - 123 staff speaks rudely and do not treat me well
 - Billing Department is not supportive and do not treat me well
 - Billing Department cannot/difficult to be contacted
 - Teleshop staff is not supportive
- My bills are erroneous
- 123 staff does not respond promptly when I request them to visit me
- I do not want this connection as I do not use e-mail/internet anymore
- My computer is broken and I cannot use e-mail/internet anymore
- I have a difficulty in paying bills as SLT collection centers are not conveniently located
- Other reasons (Please specify)

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