

Rec'd ___ / ___ / ___ by _____. Entered DB ___ / ___ / ___ by _____. Site ID(s):

Disconnect/Terminate Service

Use this form to request cancellation of internet access circuits and/or supplementary OneNet services. Please type or print clearly.

Account Information

Today's Date: ___ / ___ / ___

Name of Organization/Agency/Institution/School

EIN (Federal Tax ID)

OneNet Account # (From invoice)

Termination Options (Check one):

- Option 1: Disconnect our OneNet internet access circuit(s) and terminate *all* supplementary services from OneNet.
- Option 2: Disconnect internet access circuit(s) but maintain supplementary services as indicated on page two.
- Option 3: Terminate supplementary services as indicated below (no circuits are affected).

Circuit Disconnection

Dedicated Internet Access Circuit(s)

56K	Qty: _____	Fast Ethernet (100 Mbps)	Qty: _____
T1 (1.544 Mbps)	Qty: _____	OC-3 (155 Mbps)	Qty: _____
Ethernet (10 Mbps)	Qty: _____	Gigabit Ethernet (1000 Mbps)	Qty: _____
DS-3 (45 Mbps)	Qty: _____	Other: _____	Qty: _____

Reason for Disconnect (Check all that apply)

- Unneeded bandwidth; connectivity no longer required
- Lower rate for same bandwidth offered by another ISP
- Higher bandwidth offered through another ISP, not available at OneNet
- Additional services (non-circuit) offered by another ISP
- Dissatisfaction with OneNet services
- Other

Please Explain (your feedback helps OneNet provide better service):

Effective Disconnect Date (Disconnects cannot be backdated.) ___ / ___ / ___

Important! Many customers with Cisco and/or Juniper brand routers use OneNet's remote management services for this equipment, at no additional charge. Disconnecting your OneNet internet access circuit renders customers ineligible for this added benefit.

_____ I understand
Initials

Depending on the configuration of your internet access circuit(s), the termination of OneNet service could be subject to fees from one or more of our telecommunications partners. OneNet holds the customer responsible for such fees levied as the result of the customer's voluntary cancellation.

_____ I understand
Initials

Termination of Supplementary Services

Please attend to any areas below regarding services you currently receive from OneNet.

Web Hosting (Check one)

- We are disconnecting our OneNet internet access circuit(s) but wish to maintain web hosting at the rate of \$100/ year.
- Terminate hosting for the following domain name(s):
 - 1) _____
 - 2) _____
 - 3) _____

Email Hosting (Check one)

- We are disconnecting our OneNet internet access circuit(s) but wish to maintain email hosting at the rate of \$300/ year.
- Terminate hosting for the following domain name(s):
 - 1) _____
 - 2) _____
 - 3) _____

Email Compliance Archiving (Check one)

- Terminate all email archiving provided by OneNet; please help transition our email archiving to a new source
- Maintain current email archiving services at the non-internet access customer rate (see **Services Order Form** for rate schedule)
- Contact me to discuss reconfiguring or downgrading our email archiving services

Dedicated Application Hosting (Check all that apply)

- Terminate hosting for Blackboard
- Terminate hosting for Desire2Learn
- Terminate hosting for other (specify): _____
- Maintain current application hosting services at the non-internet access customer rate (see **Services Order Form** for rate schedule)

Virtual Infrastructure (Check one)

- Terminate all OneNet VM services
- Maintain current VM services at the non-internet access customer rate (see **Services Order Form** for rate schedule)
- Contact me to discuss reconfiguring or downgrading our OneNet VM services

Data Storage (Check one)

- Terminate all OneNet storage services for our data; please help transition our data storage to a new source
- Maintain current storage services at the non-internet access customer rate (see **Services Order Form** for rate schedule)
- Contact me to discuss reconfiguring or downgrading our OneNet storage services

Colocation (Check one)

- Terminate all OneNet colocation services
- Maintain current colocation services at the non-internet access customer rate (see **Services Order Form** for rate schedule)
- Contact me to discuss reconfiguring or downgrading our OneNet colocation services

Content Filtering (Check one)

- Terminate all OneNet content filtering services
- Disconnect OneNet internet access circuit(s) but maintain current content filtering services for less than 500 students - \$720/annually
- Disconnect OneNet internet access circuit(s) but maintain current content filtering services for more than 500 students - \$1.56 per student/annually

Customer's notes/special instructions regarding the disconnection/service termination:

Signature of Authorized Administrative Representative

Date

Print Name

Your direct phone number (for confirmation)

Email completed form to disconnects@onenet.net, fax completed form to (405) 225-9250 or mail to 655 Research Parkway, Suite 200 Oklahoma City, OK, 73104.
Questions? Call 888-5-ONENET