

MAXCS Private Cloud Services Cancellation Request

Dealer Name: _____

Dealer ID: _____

Customer Name: _____

AltiGen Sales Rep: _____

System Name (from AltiGen Portal): _____

Date of Service Cancellation: _____

Reason for Cancellation: _____

Cancelled servers and services will be billed through the end of the current month, and any applicable taxes, fees and early termination charges will apply. Select the applicable options to be cancelled.

___ Cancel Trunk Services

SIP Trunk services should not be cancelled until any pending number (DID / Toll Free) port requests have been completed. Any numbers that have not been ported when service is cancelled will be **permanently lost**. Cancelling SIP Trunking services prior to number porting may result in delays in the number port, or could render the port impossible. You may be able to take, or “port,” your current telephone number(s) to another service provider. Your new service provider should be able to tell you when it is safe to cancel your old service.

___ Cancel SaaS Licensing (premise based)

Cancellation of SaaS services will result in the MaxCS server receiving no valid licenses from AltiGen’s licensing server. It could take an additional 24 hours from when the cancellation order is placed until the server receives updated licensing information.

___ Cancel MaxCS Private Cloud Server

The hosted MaxCS Private Cloud server will be powered down when the cancellation is processed, and will no longer be accessible. Please make sure any desired files (AltiServ backups, call recordings, etc.) have been removed from the server prior to cancellation.

Note: Cancellation of AltiGen SIP Trunk Services, SaaS Licensing, and MaxCS Private Cloud hosted servers require a minimum of one business day notice to process.

Dealer signature

Date

Customer Signature

Date