



Cancellation & Migration Procedure

In order to cancel existing services, you must have permission over the service. By default, permission is granted to:

- The person who originally ordered the service
- The person who the service is billed to

Any hosting or Internet service that you wish to terminate with Phoenix has to be requested in the form of an e-mail to infor@phoenixssilttd.co.uk. It must contain the following pieces of information:

- Account username
- Account you wish to close (or phone number in the case of broadband)
- Last four characters of the credit / debit card used to pay for the service
- Confirmation that you would like the cease to take immediate effect

We will reply to the e-mail to confirm your cancellation. All hosting services can be cancelled with immediate effect. Broadband services can take up to 10 days to cease which may bring you into your next months subscription which will need to be paid prior to the cease taking effect.

Broadband MAC Codes

Our policy on MAC codes is simple:

- MAC codes are supplied for FREE to all broadband customers within 24 hours
- If a customer took advantage of our free migration offer and wishes to migrate within 3 months of joining us the charge is £11+VAT to cover our own costs

All that we ask to request a MAC code is you send an email to info@phoenixssilttd.co.uk confirming:

- Account username
- Phone number where broadband is installed
- Last four characters of the credit / debit card used to pay for the service
- Brief reason for the move away. This can enable us to understand where you are moving to, and if we can improve our service in any way

If you have any questions surrounding the above, or have any specific questions, then please do not hesitate to get in contact by e-mailing us at info@phoenixssilttd.co.uk or calling 0844 77 99 776.