**Collabrance Off-boarding or Cancellation of Service Request**

|  |  |
| --- | --- |
| Subscriber: |  |
| City, State: |  |
|  |
| **Services Being Cancelled or Transferred** |
| **Collabrance Services** | **Cancel Services** | **Transfer Services** | **Cancellation Date**  |
| Basic User Support |[ ]  NA | --/--2024 |
| NOC Services or NOC with Service Desk (RMM tools & User access to Service Desk) |[ ]  NA | --/--/2024 |
| Data Protection Services (BDR or File Level) *Device(s)/Service(s) listed in Comments section Datto appliances* ***SHOULD NOT BE RETURNED.***  *Actions should be taken to wipe all data off the appliance.*  |[ ] [ ]  --/--/2024 |
| Fortigate Device and Management Services *Device(s)/Service(s) listed in Comments section.* |[ ] [ ]  --/--/2024 |
| Hosted Email Solutions and add-on products *License types and quantities listed in Comments section.* |[ ] [ ]  --/--/2024 |
| Other Services: (Please List) |  |[ ] [ ]  --/--/2024 |
| Comments: |  |
|  | **Yes** | **No** | **PDF** | **CSV** |
| Please send a copy of the ITGlue Runbook |[ ] [ ] [ ] [ ]

**Technical Contact Coordinating Removal Activities:**

|  |  |
| --- | --- |
| Service Provider: |  |
| Technical Contact: |  |
| Phone: |  | Email: |  |

**Reason for Offboarding or Removal of Service:**

|  |
| --- |
| Please share your comments as to why Subscriber is offboarding or removing services. *Collabrance values our relationship with you and our Subscribers. We are very interested to learn how we might be able to achieve our goal of having customers for life.* |
| Comments: |  |

**Authorized Signature**

Print Name:

Signature: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** Date: --/--/2024

**Service Cancelation Procedure**

Collabrance requires 30 business days lead time to cancel service. All services are billed for the entire month in which service is canceled.

* For services that include hardware to be returned (e.g. Fortinet), the final month for invoicing will be the month Collabrance receives the product in our Cedar Rapids office, and it is verified to still be in good working condition.
* When canceling Datto services, Collabrance needs to be notified by the 10th of the month in which cancelation is requested to have these charges stopped with our vendor. If we do not receive notification by the 10th of the month, you will be billed an additional month of service.
* For software, cloud and monitoring services (e.g., Intermedia, Excel Micro, Pax 8 and Intronis) the final full month of invoicing will be the month the service is canceled and the software is uninstalled.
	+ For Pax8 and Intermedia, the service will bill a full month of service for the month the service is canceled or transferred with the vendor, regardless if the Service Provider is billed for a portion of said month.