

# Cancellation Policy

At Fireline Communications, we value our customers and strive to provide excellent services. We understand that circumstances might change, leading to the need for cancellation. To ensure a transparent and hassle-free experience, we have outlined our cancellation policy below.

**1. Cancellation Process:** Customers can request cancellation of their voice services at any time by sending an email to [cancellation@firelinecommunications.com](mailto:cancellation@firelinecommunications.com). Your request shall include account number, authorized contact information, type and quantity of the services you wish to cancel and the last date of service you are requesting.

**2. Notice Period:** Customers are required to provide a notice period of 30 days before the desired cancellation date. During this notice period, regular service charges will apply.

**3. Cancellation Request Confirmation:** Within 5 days of your cancellation request, you will receive a confirmation via email. The confirmation shall include confirmation of receipt, contract end date, and any outstanding obligations based on your cancellation date.

**4. Minimum Commitment** In the event you signed up for a minimum commitment contract, you will be responsible for all charges for the entire minimum commitment period and authorize Fireline Communications to bill these fees to your credit card on file.

**5. Outstanding Payments:** Customers must settle all outstanding invoices and payments before the service end date. You authorize Fireline Communications to bill these fees to your credit card on file.

**6. Equipment Returns:** If Fireline Communications provided any equipment to the customer, it must be returned in good working

condition within 30 days of the cancellation date. Failure to return the equipment within the specified timeframe will result in charges for the unreturned equipment.

**7. Porting:** You may move or “port” your telephone numbers to a different service provider. To port your number please work with your new service provider. Your port must be completed before your scheduled cancellation date, or you risk losing your telephone numbers. Numbers are removed from your account on the next business day of your scheduled cancellation date. Number recovery is possible for up to 30 days for a number recovery fee of \$50.00 per telephone number.

**8. Cancellation Confirmation:** Once the cancellation request has been processed and all necessary steps, including equipment returns and payment settlements, have been completed, customers will receive a cancellation confirmation via email. This confirmation will serve as the acknowledgment that the cancellation process has been successfully finalized.

**9. Changes to the Cancellation Policy:** Fireline Communications reserves the right to modify or amend this cancellation policy at any time. Customers will be notified of any changes through email or via our official website.

If you have any questions or require assistance regarding our cancellation policy, please do not hesitate to contact our customer support team at 1877-347-3147.

Thank you for choosing Fireline Communications. We appreciate your business and look forward to serving you again in the future.

Sincerely,

Fireline Communications

[cancellation@firelinecommunications.com](mailto:cancellation@firelinecommunications.com)