

AxisInternet Cancellation Policy

Cancellation of **Month to Month services** must be made in writing (e-mail, letter, or fax) or in person no less than 30 days prior to next invoice due date and by the authorized name on the account ONLY! If 30 days notice is not given and your CC is charged the service(s) will be canceled on the next billing cycle no refund will be given.

Cancellation of **Annual and Semi-Annual services** must be made in writing (e-mail, letter, or fax) or in person no less than 30 days prior to next invoice due date and by the authorized name on the account ONLY! If 30 days notice is not given and your CC is charged you will be charged for one month of service and refund fee in the amount of \$25.00 will apply. Customers with longer term contracts collocation, circuits, Digital Phone Service etc. requires a 45 day written notice via e-mail and fax ONLY. Any less notice will fall to the terms listed on the signed contract.

How to Cancel Services

Cancellation notice via email: must be sent (in accordance with above criteria) to billing@axint.net using the email account of record on the customer account. The E-Mail must include both the customer account number and the Master password on the account. Cancellation notice via fax: must be sent to 303-893-2947, it must include customer account number and the Master password on the account.

Cancellation notice via US postal service must be mailed to:

AxisInternet, Inc.
910 16th St. Suite 1110
Denver Co. 80202

And be received in as stated above. Notice must be written on company letter head and include both the account number and master password on the account. Cancellation notice sent by postal mail or facsimile, only the account number is required.

The purpose of this policy is to protect not only you the customer, but also AxisInternet. This prevents others from canceling your account, and also provides you and us with written documentation of your cancellation so that there will be no confusion in regards to billing.