



# cancellation

sorry to hear your thinking of leaving

## We value your support (please read)

We're sorry to hear you're thinking of leaving us at HugoNet. We value your special patronage and would like to encourage you to let us continue to offer quality, well priced services to you!

Please don't hesitate to contact one of our friendly support staff who will be able to find the right plan for you today!

Please call

# 1800 424 683

## Did you know... (please read)

HugoNet offer an extensive range of different internet service plans that cater for everyone's needs. Whether it be Dialup, ADSL, Hosting, Domain registration management (and more!) we're bound to have a service tailored to suit your needs. Simply check out [hugonet.com.au](http://hugonet.com.au) for more details.

## Why are you thinking of leaving HugoNet?

At HugoNet we believe in using only the very highest quality equipment, this policy ensures that your internet experience is as reliable as we can possibly make it! Please let us know how we can better service you in the future by letting us know why you're thinking of leaving us.

- Price
- Service outages
- Customer support issues
- Service speed
- Hardware/Software issues
- Other (please elaborate)

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 Newtown VIC 3220  
 e [support@hugonet.com.au](mailto:support@hugonet.com.au)  
 f +61 3 5223 6799

## Account cancellation (please print and tick)

If you have more than one login name and only wish to cancel one please PRINT the login name below. If you wish to cancel all services tick the entire account box below. 15 days notice prior to the end of your current billing cycle are required for full cancellation of your account.

Login name

Cancel single login  Cancel entire account

Address

Phone

## ADSL customer Terms & Conditions (please read)

If you're an ADSL customer you may still be under contract and early termination fees may apply to you. This being the case, upon submission of this form you will receive a final bill that must be paid in full before your termination will be processed.

Please note for up to date versions of the General Terms & Conditions, Acceptable Use Policy (AUP) and ADSL Terms & Conditions please visit our website [hugonet.com.au](http://hugonet.com.au)

## Customer declaration (please print)

I hereby acknowledge that I wish to cancel my account with HugoNet and I agree that I will pay any outstanding monies that may be owed as a result of my service. I understand that any websites and email linked with my account will also be deleted.

I also acknowledge if my account is not settled then my details may be forwarded to a debt collection agency for recovery.

Name

Signature

Date

## Form submission instructions

1. Print out form
2. Fill out form with black pen
3. **Fax** to: 03 5223 6799  
 or **Scan and email** to: [registrations@hugonet.com.au](mailto:registrations@hugonet.com.au)  
 or **Post** to: HugoNet  
 P.O. Box 664  
 Geelong Vic 3220

**1800 424 683**  
[hugonet.com.au](http://hugonet.com.au)

