



Dear XL Internet Customer,

You have recently expressed interest in canceling service. We appreciate the business and the support you have given us. For more information on the cancellation procedure, see the "[Terms of Service](#)", (Section 16).

### **Account Cancellation**

- Submit a 30-day Notice of Cancellation. This is your official statement of cancellation. Include your first and last name, your address, the date, a short message expressing your desire to cancel, and a written or typed signature. Submit via email to [help@xlbroadband.com](mailto:help@xlbroadband.com), or US mail to either:

13415 E. State Route 17 Building B  
Grant Park, IL 60940

**OR** 300 Industrial Dr.  
Random Lake, WI 53075

If sending via email, please note it needs to come from the e-mail address associated with the account. A phone call does serve as a 30-day Notice of Cancellation.

- We must receive the equipment back before the account can be closed. This consists of the [roof-mounted antenna \(some might call this a satellite dish\)](#), the [indoor power supply \(plugs in from your router to the wall\)](#) and the [XL router \(if applicable\)](#). We recommend you leave the plate on the surface it is attached to and remove only the radio. You may choose to mail your equipment to the addresses listed above, or drop the equipment off at our Grant Park office. If you would prefer to have a technician to pick the equipment up, we can schedule an appointment over the phone at 815-312-4454. **The standard fee for an equipment pick-up is \$50.00 (excluding tax) and must be paid prior to pick-up.**

Examples of Radio that must  
be returned (your dish may differ)

Power Supply

Router



*\*We understand that a 30-day Notice of Cancellation means that you will be required to pay through another billing cycle. Exceptions can be made when equipment has been returned or an equipment pick up is scheduled and paid for **prior** to the 1st of the following month. If shipping equipment to us please provide us with the tracking information to ensure account closure. The account will remain open and active until the equipment has been received. **When shipping or dropping off equipment please include the account name and number with the equipment.***

Any balance on the account must be paid in full before the account is closed. If the account carries a positive balance for 60 days, it may be eligible for collections. If you are currently under contract, and it is not within a month of your contract anniversary date, an Early Termination Fee applies. This will be either a \$350 fee or the total amount of service charges for the remaining months of your contract.

### **Account Take Over/ Transfer of Billing Responsibility**

If you are moving and would like to have your service transferred to your new home, please call 815-312-4454 to schedule an equipment reinstall. If you are unable to take the service with you, and would like to avoid an Early Termination or Equipment pick up fee, you can see if the new homeowner would like to take over service. To accomplish this:

- You give us permission to transfer the account to the new homeowner & the new homeowner needs to set up an account in their name.
- When they are ready to take over service, they should call in to have the equipment transferred to their account and sign a new service agreement. If the new homeowner does not reach out to us to set up service then you are still responsible for either returning our equipment or paying the recovery fee for us to retrieve our equipment.

### **\*GRANT PARK OFFICE DROP OFF LOCATION\***

Look for a **brown shed** where you will be dropping the equipment off!

