Cancelling your Airband Service

We are really sorry that you are considering cancelling your Airband Service. Please read the details below and do not hesitate to contact our Customer Service team if you have any queries.

All customers are required to give 30 days written notice for any cancellation request upon completion and submission of this form and send to the following email address: customer.accounts@airband.co.uk.

Effects of cancellation

If you cancel within the period set out above you will have to pay for the services you have used and any deactivation charges that may apply and we will arrange for an engineer to remove the equipment where necessary. If your account is within the contract term you will be required to pay 80% of the remaining months subscription left on the account. This will also apply if you have had a free installation, connection or activation offer.

If you are within the 30day cooling off period, we still require you to complete and submit this form to the email address above.

We'd love to keep you as a customer and if there is any way that we can help to achieve this, please do get in touch with us at customer.services@airband.co.uk or on 01905 676121 to discuss further.

Yours sincerely,

The Airband Team

The Airband Team

Cancellation Form

To: Airband Community Internet, Kirkham House, John Comyn Drive, Worcester, WR3 7NS

I wish to cancel my contract for (i.e. list broadband package(s)/service(s)): ………………………………………………

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Account reference: .…….

Name: ……….

Address .……….

………

Telephone number: ……….

Date: ……….

Reason for cancelling my service/equipment:
(please select from the below)

- Service issues
- Moving house (out of the Airband coverage area)
- Moving house (within the Airband coverage area)
- Cost
- End of contract

To ensure we can continue to bring our customers the best possible service please provide any feedback (with as much detail as possible) you may have for us:………………………………………………………………

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airband
high speed internet