



Post Office Broadband & Phone Cancellation Form

When to Use this Form

- If you ordered your Post Office Broadband and/or phone service online or over the phone, you may cancel the service without reason within 14 calendar days from the day on which you placed your order.
- If you do not wish to use this form, then you may use any of the following methods to cancel your order:
 - Contact our sales department on **0800 092 0500**
 - Write to our Customer Care team by post and provide the information requested in the table below. Post your letter to:
Post Office Telecoms Services, PO Box 14125, Selkirk, TD7 9AF

Complete the details requested below and email it to support@pobroadband.co.uk

Your Name:	
Your Address:	
Your Post Office Phone Number: (if known)	
Date of Purchase:	
Reason for Cancellation: (Optional)	
Preferred Contact Method: (Telephone, e-mail, letter via regular post)	
Preferred Contact Details: (Contact Telephone Number, E-Mail address). We will send any letters to the address we hold for you on file.	
Signature of Customer: (Only required if this form is to be submitted by printing out a paper copy)	
Date:	

What Happens Next?

Once you email or post this form, a member of our Customer Care team will contact you to discuss the details of the cancellation of the service.