



DISCONNECTION (Permanent, Temporary or Addbox)

DATE: _____ ID/PASSPORT #: _____

SUBSCRIBER NAME: _____ ACCOUNT NO: _____

ADDRESS: _____

TEL NO: _____ (H) _____ (W) EMAIL: _____

PERMANENT DISCONNECTION
 TEMPORARY DISCONNECTION
 ADDBOX DISCONNECTION

REASON FOR DISCONNECTION:
 FINANCIAL
 SWITCHED PROVIDER
 ANDROID BOX
 MOVED
 LEAVING ISLAND
 LONG WAIT
 DECEASED
 LOSS OF CHANNELS
 POOR PICTURE

DATE FOR DISCONNECTION: _____

DATE FOR RECONNECTION: _____

TEMPORARY DISCONNECTION OPTIONS (Please select ONE of the below options)

PERIOD (Months)	OPTIONS	DESCRIPTION	CHARGES	SELECT
0-1	Retain equipment	Reconnection (One time fee)	\$36.00	
*2-9	Retain equipment	Monthly fee (Billed immediately)	\$42.00	
2-9	Customer collects decoder but needs a Technician's assistance	Collect decoder (One time fee)	\$89.00	
2-9	Customer collects and reinstalls decoder	Reconnection fee	\$36.00	
	CBC collects decoder ONLY	Collection	\$118.00	
	CBC returns decoder ONLY	Reinstallation	\$118.00	
	Decoder to be collected & returned		\$176.25	

SUBSCRIBER SIGNATURE

FOR OFFICIAL USE ONLY

EQUIPMENT STATUS

DECODER & SMARTCARD # _____ RETURNED TO COLLECT

DECODER & SMARTCARD # _____ RETURNED TO COLLECT

DECODER & SMARTCARD # _____ RETURNED TO COLLECT

DECODER & SMARTCARD # _____ RETURNED TO COLLECT

ANTENNA # _____ RETURNED TO COLLECT

ACCOUNT STATUS:

AMOUNT TO BE PAID BY SUBSCRIBER \$ _____

AMOUNT TO BE REFUNDED TO SUBSCRIBER \$ _____

NEW MONTHLY SERVICE CHARGE \$ _____

MCTV REPRESENTATIVE