**NWVOX Cancellation Checklist**

**3 Phase Process**

**Sales will verify who they are and why this is happening and save the customer if possible. This involves the following:**

* **What is the reason for leaving: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
  + Can we fix it?
* Verify equipment that the client has:
  + Number of Handsets to be returned? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Networking gear Items to be returned? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Where are you porting to? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    - Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    - Do we need to forward any of their numbers?
      * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Phase 2 -- Send Customer To Billing**

**Billing will verify their status:**

* Paid for current month of service
* Explain procedures for returning all NWVOX Equipment
* Write a ticket for a hangtag to have our equipment shipped back to us

**Phase 3 -- Send Ticket To Support**

**Support will:**

* Create and send off the hang tag  to client
* Verify returned equipment is in working order
* Change status in all systems inventory and gateway.
* Tell billing they have completed this ticket