

Steps to stop your internet service subscription

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You are moving to a new city! You have taken care of all that needs to be done – booked a packing and moving service, made a list of things to be packed, change addresses on all the official documents, etc.

All of a sudden you remember that you also need to cancel your internet service subscription. Does it give you the jitters? For any new and inexperienced English speaker, the very idea of facing a customer service executive can be daunting. Worry not, for we are here to help you out. In this article, we will give you clear cut guidelines that will help you successfully talk to a customer representative and cancel your subscription. It will also help if you look at this situation as an opportunity for improving spoken English. What better way of testing your English fluency than by talking to a [fluent English speaking](#) customer representative!



So, read one.

Do Your Homework

Before you pick up the phone and call up your service provider, make sure you have all the required information available at hand.

Subscription number: The very first thing that the customer service executive will ask you is to provide your subscription number, using which they will get all your registered information. So, make sure that you either remember your subscription number or have it in front of you.

No outstanding dues: You definitely cannot cancel your internet service if you have outstanding dues. Make sure that either your dues are cleared or you plan to pay them before the service is disconnected. Explain this to the customer service representative as well.



Set a deadline: So when do you want your services to be stopped? The day you plan to move, a day before or at the end of the duration for which you have already paid for the services? The customer service representative will surely ask this. Hence, make sure that you have already decided on a date.

These are a few things that will help you cruise through a conversation with the customer service representative. However, a real conversation is a different deal. Following is a sample conversation about how you can smoothly disconnect your service provider subscription.

Customer service representative (CSR): Good morning. Welcome to XYZ services private limited. How may I help you?

You: I need to disconnect my data subscription from 30 July. Could you please help me with that?



CSR: Of course, sir. Could I please have your name and subscription number?

You: Sure. My name is Ramesh and the subscription number is DN 00345.

CSR: Thank you, sir. Please hold on while I retrieve your details. Mr. Ramesh, Is your address Sri Niwas, 203, Nerul, Navi Mumbai?

You: Yes, that's correct.

CSR: You have been using our services since June 2012.

You: Yes.

CSR: 98*****, is this phone number correct?

You: Yes, it is.

CSR: Thanks for your patience, sir. Now, can I know, why do you wish to disconnect our service?

You: Because I am shifting to Hyderabad next month.

the needful. Before that, you will have to pay your subscription charge for the month of July.

You: Thank you. Have already deposited the cheque; it should get cleared in a day or two.

CSR: That's all right, sir. Can I help you with anything else?

You: No. Thank you for your assistance.

CSR: You are welcome. Feel free to contact our customer service whenever you need any assistance. Thank you and have a good day.

See, isn't it easy? Speaking to a customer service representative is a great way of [improving your English](#), so grab this opportunity whenever you can!

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- By Chander Madan

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