

3. Please mention the reason for disconnect the service (To improve & to maintain service excellence)

Voice (Megaline/ FTTH/ LTE)	Citylink	Broad Band (Megaline/ FTTH/ LTE)	PeoTV
<input type="checkbox"/> Repair Issues	<input type="checkbox"/> Repair Issues	<input type="checkbox"/> Repair issues	<input type="checkbox"/> Poor Signal Quality
<input type="checkbox"/> Non payment	<input type="checkbox"/> Customer care Issues	<input type="checkbox"/> Non Payment	<input type="checkbox"/> Non Payment
<input type="checkbox"/> Bill Dispute	<input type="checkbox"/> Poor voice quality	<input type="checkbox"/> Bill Dispute	<input type="checkbox"/> Bill Dispute
<input type="checkbox"/> Moved to no coverage area	<input type="checkbox"/> Moved to no coverage area	<input type="checkbox"/> Moved to no Coverage area	<input type="checkbox"/> Interruptions to Internet
<input type="checkbox"/> Financial Issues	<input type="checkbox"/> Financial Issues	<input type="checkbox"/> Financial Issues	<input type="checkbox"/> Better Competitor Offer*
<input type="checkbox"/> Better Competitor Offer*	<input type="checkbox"/> Better Competitor Offer*	<input type="checkbox"/> Short Term Requirement	<input type="checkbox"/> Financial Issues
<input type="checkbox"/> Business Close /Migrations	<input type="checkbox"/> Requirement over	<input type="checkbox"/> Better Competitor Offer*	<input type="checkbox"/> Business Close /Migrations
<input type="checkbox"/> Convert to Mobile	<input type="checkbox"/> Bill Disputes	<input type="checkbox"/> Speed Issues	<input type="checkbox"/> Megaline Disconnections
<input type="checkbox"/> Migrate to FTTH	<input type="checkbox"/> Non payment	<input type="checkbox"/> Children Addicted to Internet	<input type="checkbox"/> Delay in Channel Swapping
<input type="checkbox"/> Migrate to LTE	<input type="checkbox"/> Migrate to LTE	<input type="checkbox"/> Megaline Disconnections	<input type="checkbox"/> Children Addicted to TV
	<input type="checkbox"/> Migrate to FTTH	<input type="checkbox"/> Need Mobility	

Better Competitor Offer : Please specify appropriately

Operator's Name	Airtel	Dialog	Etisalat	Lanka Bell	Mobitel	Hutch
Package Name						

Comment

4. Customer Agreement

I do hereby declare that the information furnished by me are true and confirm that I have settled all the dues to SLT outstanding under the account number/s

I further agree to indemnify and hold harmless SLT against any claim, action, demand, expense, loss or other liabilities which may arise in future due to negligence and /or omission and /or failure to fulfill any obligation on our part or for the using there service for illegal or immoral purpose or for the transmission and /or introduction of harmful computer viruses or programs into telecommunication network, computer systems, computers and computer apparatus, any unauthorized use of the service and the violation of any applicable laws and regulations by my self, during the tenor of the agreement.

Date :

Signature

5. For Office Use Only

Amount paid Rs.

Requested disconnections completed

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Signature of SLT CSU Officer

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Date
slit from here