

SERVICE TERMINATION – THE DISCONNECT PROCESS

While we never want to see you go, here are easy instructions for disconnecting your service

GETTING STARTED

- The primary method to let us know about a disconnect requirement is to log in to your **EnvisionDX** account:
 - Find the service you wish to disconnect. Provide the date and reason for termination.
 - You'll get immediate confirmation via email that your order was received.
 - Applicable termination charges will be automatically displayed, where immediately available.
- Alternatively, you can email disconnects@gtt.net and provide the date and reason for termination. Please include a GTT reference (such as PON or Service ID) for efficient processing.

PROCESSING YOUR DISCONNECT REQUEST

- As we process your request, we will keep you updated by email:
 - **Disconnect Order Receipt** – acknowledges we've received your disconnect order.
 - **ETC confirmation** – confirms the ETC amount, if applicable.
 - **Disconnect Order Confirmation** – confirms the date we'll disconnect the service (DFOC).
 - **Disconnect Completion** – confirms your service has been terminated.
- If you have submitted your request but have not received any emails, reach out to us at disconnects@gtt.net.
- If your plans change after you submit your request, let us know right away at disconnects@gtt.net and we will work to accommodate your changes.

TERMINATION CHARGES

- If your service is under contract, there may be an ETC. The amount is calculated based on your contract terms and service details.
- If you submit your request in **EnvisionDX** and any applicable ETC is not visible in the portal at that time, we will contact you with the information within three business days of receiving your disconnect order.

EQUIPMENT RETURN

- For managed services, where we have provided equipment to your location, you will get an email with return instructions. If you have GTT equipment you believe should be returned but have not received an email, please reach out to your account team.
 - To avoid shipping damage, please ensure appropriate packaging.
 - Please send within 30 days of disconnect completion to avoid additional charge.

FINAL BILLING

- Depending on your billing cycle and the date of disconnect, we will automatically calculate any monthly recurring credits you are due.
 - Credits will be issued after the disconnect is completed.
 - If you believe the credit is incorrect, you can submit a billing claim through **EnvisionDX** [here](#).



TOP TIP

View your order and status in **EnvisionDX** once your disconnect request has been submitted

If you don't have an **EnvisionDX** account, contact your account team.

All users subscribed to **Service Delivery** emails will receive order updates. To adjust recipients, update your email subscription.

Your account team is available to answer any additional questions.

USEFUL TERMS

DFOC	Disconnect Firm Order Confirmation
ETC	Early Termination Charge
PON	Purchase Order Number
RMA	Return Merchandise Authorization

RESOURCES

Find quick tutorials on:

- How to disconnect a service in **EnvisionDX** [here](#).
- How to manage subscription email notifications for others in your organization [here](#).

