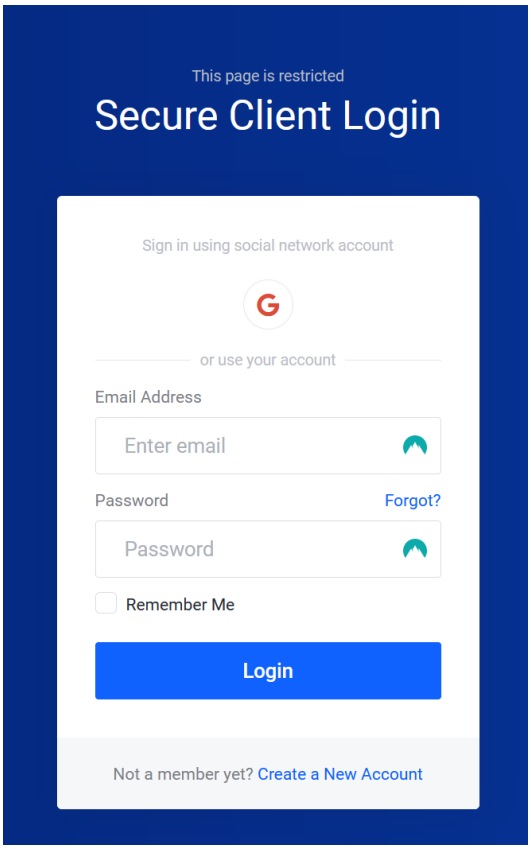
How do I cancel my service?

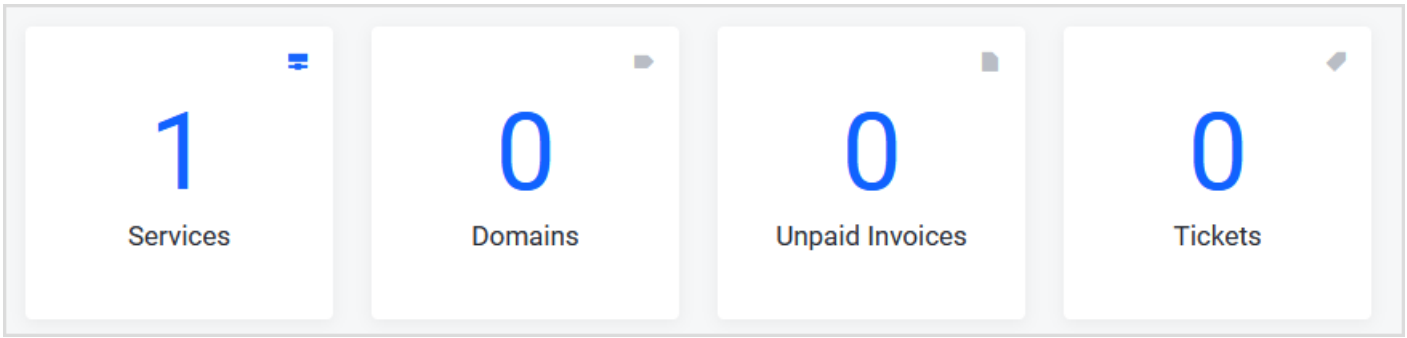
Step 1

Sign in to the Billing Area.



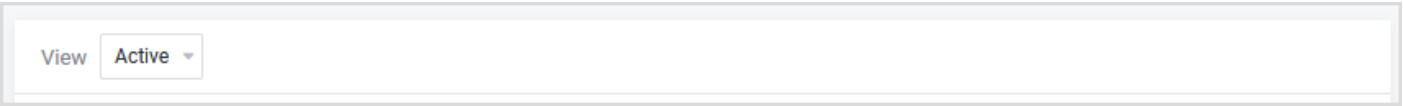
Step 2

Select the **Services** box.



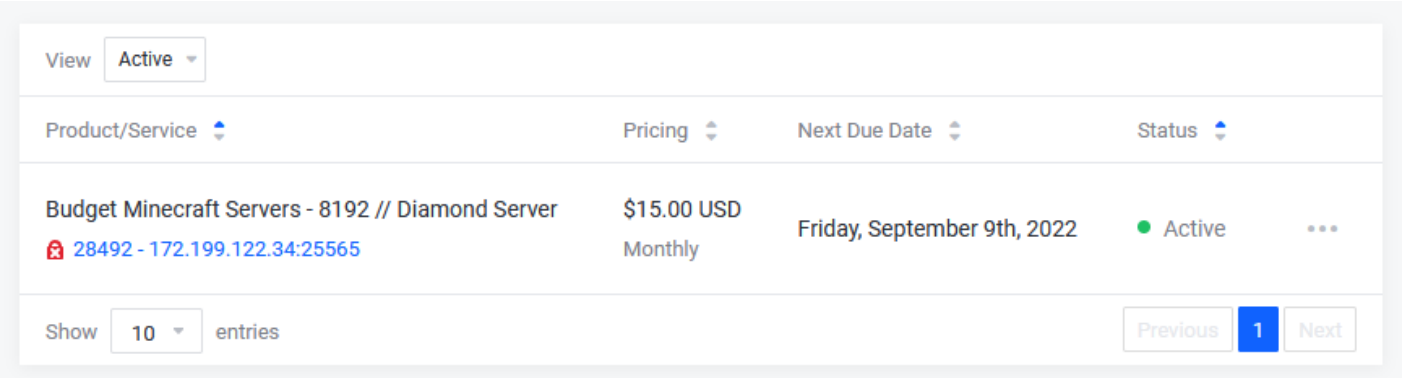
Step 3

Change the view to **Active**.



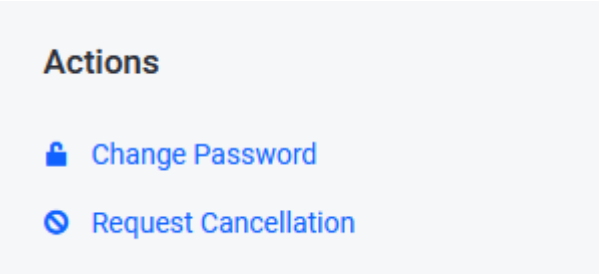
Step 4

Select the **Product** that you would like to cancel.



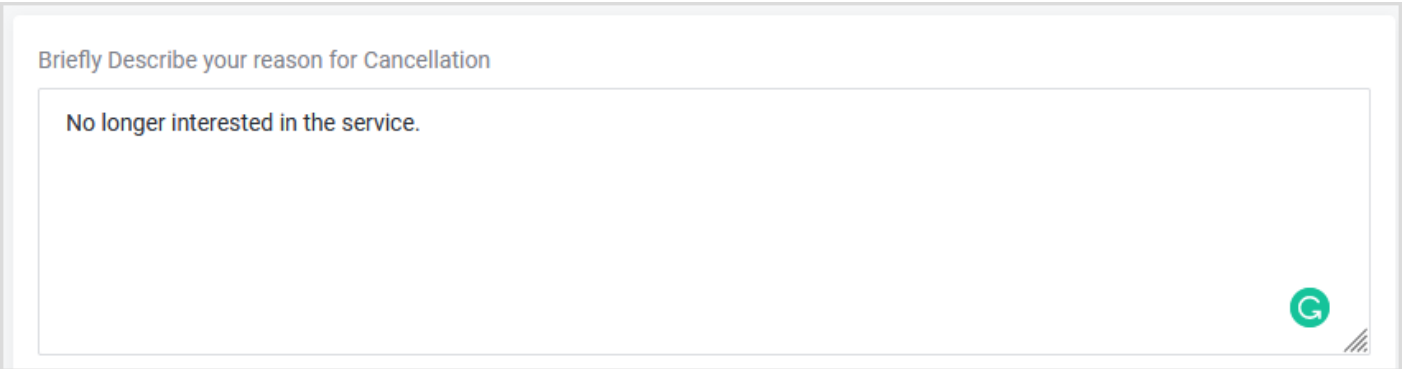
Step 5

On the left-hand side under **Actions**, select **Request Cancellation**.



Step 6

Fill in the box "Briefly Describe your reason for Cancellation" with the **purpose** of your cancellation.



Step 7

Select the Cancellation **type**.



"Immediate" Cancellation

The *Immediate* option terminates the product/service on the same day around (8:00 PM EST/12:00 AM GMT), regardless of the service's Next Due Date.

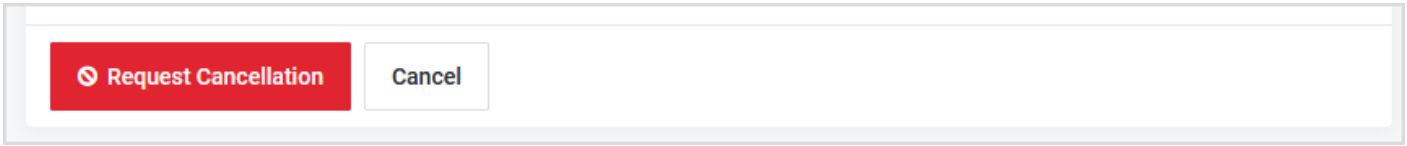
"End of Billing Period" Cancellation

The *End of Billing Period* option terminates the product/service on the service's Next Due Date.

Step 8

Select Submit to submit the request.

> Submitting a Cancellation Request does not automatically give you a refund. If you are within the 72-hour refund period and want a refund on an eligible product, please open a ticket in our billing area.



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