How do I cancel my service?

Billing & Contract · https://quickline.co.uk/knowledge/how-do-i-cancel-my-service/

We're sorry you're thinking about cancelling your Quickline service. Before you cancel, we'd like to help fix any issues you're experiencing—many problems can be resolved quickly.

Having Issues? Let's Fix Them

Most customers who want to cancel their service are experiencing one of these common issues:

Slow speeds or connection problems Our technical team can diagnose and fix most speed or connectivity issues remotely, often the same day.

Cost concerns We may have a more suitable package for your budget, or loyalty discounts available for existing customers looking to re-contract.

Moving house We can transfer your service to your new address if we cover the area, keeping your existing package and pricing.

Not using all your services We might be able to adjust your package to better suit your needs—you don't have to cancel everything.

Service outages or technical faults If you've experienced recent issues, we may be able to offer compensation or credits while we resolve them.

Get Help Before You Cancel

Contact us and we'll do everything we can to resolve your issue:

Our teams are trained to find solutions quickly, and many issues can be fixed during your first call.

Still Want to Cancel?

If you've decided to cancel your Quickline service, you can speak to our team on 01482 423961

Notice Period

- Check your contract for your notice period (typically 30 days)

- You'll continue to receive service during your notice period
- Charges apply until the end of your notice period

What Happens Next

1. Contact us on 01482 423961 to request cancellation
2. We'll confirm your cancellation date and final bill
3. You may need to return equipment (we'll provide instructions if required)
4. Your service will be disconnected on the agreed date

We'd Love You to Stay