



Disconnect Request Form

Please fill out the fields below and return this form to: businessdisconnects@centurylink.com. We will process your request as soon as we receive it. If we have questions we will contact the individual listed in the submitter section.

Date of Request: _____

Request Details:

Account Number (BAN):	
Services to be Disconnected (AIPs): <small>*COLO AIPs should not be included in this request.</small>	
Disconnect Date: (at least 30 Day notice required)	
Reason for Disconnect	
Full or Partial Disconnect	
Billing Only Disconnect (no physical work to be removed)	

Customer Signature: _____ Date: _____

Must be an authorized contact listed in the portal

Submitter Contact Information:

Contact Name	
Company	
Contact Email	
Contact Phone #	

FAQ's

To Disconnect Cloud services please follow the link below:

<https://www.ctl.io/knowledge-base/accounts-&-users/closing-an-account/>. For assistance with disconnecting Cloud services please send emails to: noc@ctl.io.

To make a Stop Bill Date Change or Cancel the Disconnect Request after submission:

Fill out the [Cancellation Date Change](#) form and submit back to deleteescalations@centurylink.com.

To submit a disconnect request for a customer where the Company has dissolved or is currently undergoing bankruptcy: send in a request to BMG.Bankruptcy@CenturyLink.com.