

# How to cancel your Vivio Technologies hosting services

While we hope to keep a long, productive relationship going with all of our clients, sometimes it may become necessary to part ways. When that happens, this article will explain how to request a cancellation, and outline the steps involved in bringing your service or account to a close.

## Before you start

Before requesting a service cancellation, we encourage you to contact our staff to attempt to address any issues you are having, or move you to a service that better fits your changing needs. While we list a great many of our products, services, and features directly on our web page, there are a great many more which are not listed, and we frequently launch new service plans or options which do not make it to the main web page. If you are interested in moving to a new technology that you don't see listed, reach out to us and let us know, we may very well be able to provide you with what you need and save you a long and costly move to a new, unfamiliar service elsewhere.

## Making the request to cancel

For your security, we do not have a method to cancel the services directly via the client portal or services themselves, so Vivio requires cancellation requests be made via email or tickets created via the client portal. For your own security, this email must come from an address listed on the account as an authorized user. The email should be sent to [support@viviotech.net](mailto:support@viviotech.net)

When you send the email Vivio, include the name or ID of the service you wish to cancel. Please also confirm that the you have all required data from the service and when it will be ready to come down (this can be immediately or at some point in the future). If you do not include this information, our staff will respond to your email asking for you to verify that you have everything you need before completing the cancellation. This step is necessary to ensure there are no misunderstandings or lost website data. If you wish to cancel prior to your next renewal, please ensure that your cancellation request is made several business days prior to the renewal, to allow our staff to process the cancellation request before it's renewal.

It is important that you contact us about services you wish to cancel. Simply ceasing payment, deleting your data, re-pointing your domain elsewhere, or not logging in to the service will **not** result in service cancellation. Services which are active will remain active until either we receive a valid account cancellation request or the service is terminated by Vivio due to violations of our Master Service Agreement or Terms of Service, and will continue to accrue charges.

## What happens next

Once we have received confirmation that the server can come down, either via the initial email or a followup, our Support department will begin the cancellation process. This may take several days to complete, but your cancellation will be effective based on the date of receipt of your confirmation readiness. If the cancellation date is immediately prior to your renewal, and the service cancellation has not been completed on that renewal date, you may receive an invoice from our billing system. In most cases this invoice will be credited in full, providing the cancellation was made in advance, but if you have any questions regarding this, please contact our Billing Department for clarification.

All balances are due at the time of cancellation. Cancelled services with outstanding balances may be subject to additional fees and submission to a collections agency. If you need to make arrangements for resolving your final balance, you may contact the Billing Department.

## Wrapping up

As always, we encourage you to contact us directly if you have any questions or need specifics about your situation, so please let us know if you have questions not covered in this article.