



1700 South Main Street, Las Vegas, Nevada 89104

www.excellacom.com

Residential Refund Request Form

Instructions:

1. Refunds take 30-60 days to process and are only sent by regular US Mail to domestic addresses.
2. You must provide a valid mailing address in order to receive a refund check—if the mail is returned, no further effort will be taken to process the refund.
3. The person requesting the refund must be the same person listed on the account.
4. Properly submitted refund requests must be made within 30 calendar days of service termination. Requests received after 30 days are subject to a \$30 records recovery and processing fee.
5. One attempt will be made to contact you if this Form is incomplete or contains inaccurate information. The contact will be made by telephone or by email.
6. Completed Refund Request Forms can be mailed, or hand delivered during our normal hours to our office at 1700 S. Main St., Las Vegas, or Faxed to (702) 648-1866.
7. No over-the-counter or cash refunds are given.
8. Refund checks are valid for 90 days from date of issue.

Name on Account: _____

Account Number: _____

Telephone Number on Account: _____

New Contact Telephone Number: _____

New Mailing Address Street or PO Box: _____

New City: _____ New State: _____ New ZIP: _____

Signature: _____

Date: _____

PLEASE MAIL OR DELIVER TO EXCELLA-REFUNDS, 1700 S MAIN ST, LAS VEGAS, NV 89104

YOU CAN ALSO FAX TO 702-648-1866.