

# How to Close your account

While we don't want to see you go, we understand that you may need to close one or more locations within your SIPStation account as your needs change. Canceling your account is a self-service process done within the SIPStation Store at <http://www.sipstation.com>. You do not need to call us or open a support ticket in order to cancel your account.

## When Porting Out...

If you are [porting numbers out](#) from SIPStation, please wait to cancel your account until after the port has been completed. Otherwise, you may permanently lose your numbers. Don't forget to cancel the related SIPStation services after port. Otherwise, you will continue to be billed monthly for the DID(s).

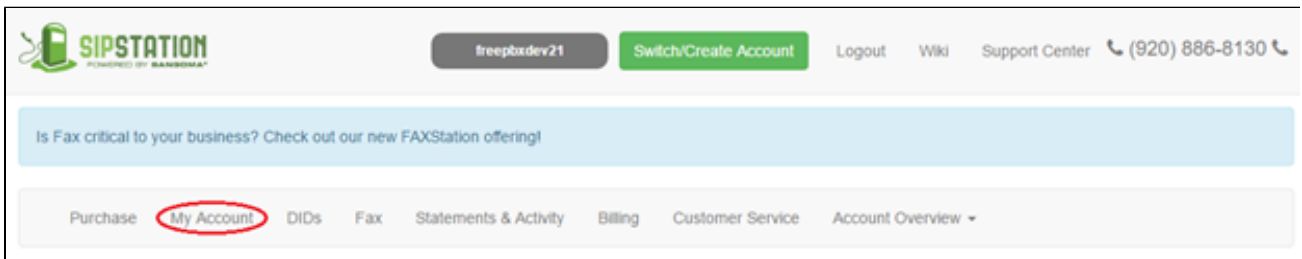
If you cancel services, those services will not be renewed. This cannot be undone. You will not be able to get the phone numbers back again or port them to another carrier.

All services will be deactivated within 60 seconds of cancellation.

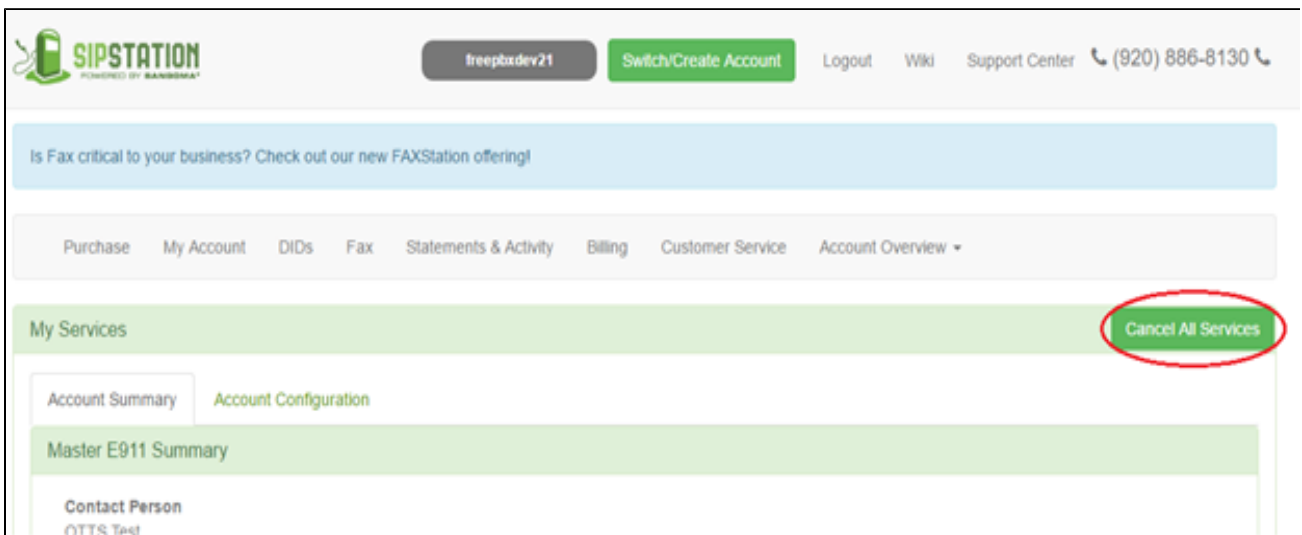
## How to Cancel All SIPStation Services for a Location

These instructions are for customers wishing to cancel **all** services associated with a SIPStation location. If you simply need to remove DIDs and/or Trunks while leaving the account active, please see our wiki "[Removing Services or DIDs from your existing SIPSTATION account.](#)"

1. Log into the SIPStation Store.
2. Click on **My Account** in the navigation menu.



3. At the top of the My Account page you'll see the "**Cancel All Services**" button. This will remove all services associated with this location which includes DID's. Please verify that all DID's associated with this location have been either ported, moved to another account, or are no longer needed.



- You will be directed to a page that will display the location to cancel. The instructions at the top explain how to cancel a location. You must move the switch to the on position. This is to help prevent accidental cancellation.

The screenshot shows the SIPSTATION user interface. At the top, there is a navigation bar with the SIPSTATION logo, a user ID 'freepbxdev21', a 'Switch/Create Account' button, and links for 'Logout', 'Wiki', 'Support Center', and a phone number '(920) 886-8130'. Below the navigation bar is a light blue banner with the text 'Is Fax critical to your business? Check out our new FAXStation offering!'. Underneath is a menu bar with options: 'Purchase', 'My Account', 'DIDs', 'Fax', 'Statements & Activity', 'Billing', 'Customer Service', and 'Account Overview'. The main content area is titled 'Cancel Location' and contains a warning: 'WARNING: This will cancel all the current services for the location. Please be COMPLETELY sure you want to completely remove service for the location. All services will be cancelled immediately and no refunds are issued for any remaining days of your current billing cycle. To cancel your location you must move the switch and press the button below.' Below the warning, there is a form with 'Location Name: freepbxdev21' and a toggle switch. The toggle switch is currently in the 'off' position. A red circle highlights the toggle switch, and another red circle highlights the 'Cancel Services' button.

- When ready, click the **Cancel Services** button at the bottom.
- You will be prompted to confirm the cancellation. After you confirm, the selected services will be cancelled.

The screenshot shows a confirmation dialog box titled 'Cancel all services'. The dialog contains the text: 'Are you sure you want to remove all services from this location? You can not undo this.' Below this text, there is a list of location names: '• freepbxdev21'. At the bottom of the dialog, there are two buttons: 'Cancel Location(s)' and 'Cancel'.

*Note: No refunds are given for any remaining days of the current billing cycle. Please see our Refund Policy for complete information.*