



PREPASS ACCOUNT CLOSING INSTRUCTIONS

Please follow these *three* steps carefully. Properly closing your account will prevent additional charges from accruing and will expedite re-instatement of service if you wish to re-enroll.

Service will be disconnected within 72 hours of receiving your request. PrePass service charges are billed in arrears and will be assessed through the month of closure at the full monthly rate without allowance for proration. PrePass^{Plus} toll charges, administration fee, and tag fee for each device will continue to accrue monthly until device is returned or billed.

1.

REQUEST TO CLOSE ACCOUNT

Written Notification (recommended):

ACCOUNT # _____	COMPANY NAME _____	PHONE # _____
REASON FOR CLOSURE: <input type="checkbox"/> No Longer Driving <input type="checkbox"/> New Company Offers PrePass <input type="checkbox"/> Not Allowed w/New Company		
<input type="checkbox"/> Moving/Consolidating Accounts <input type="checkbox"/> Out of Business <input type="checkbox"/> Customer Service <input type="checkbox"/> Invalid Credentials/Safety <input type="checkbox"/> Price Increase		
Signature: _____	Please Print Name: _____	
Mail completed form to:	PrePass 23566 Network Place Chicago, IL 60673-1235	For Immediate Closure: FAX: 1-866-728-1538 Email : prepassbilling@acs-inc.com

– OR –

Verbal Notification: Call PrePass Billing at 1-800-773-7277 option 5. Please obtain representative's name and extension for confirmation and retain with your business records.

2.

DEVICE RETURN

You are responsible for all devices listed on your invoice. Return directly to PrePass and not to your carrier. Click here for return instructions - [PrePass Devices](#)

3.

FINAL PAYMENT

- A closure acknowledgment letter will be mailed to you within 10 business days of notification and your final service charges will be included with the following month end invoice, except for PrePass^{Plus} charges noted above. This invoice will also list any devices not yet received by PrePass. Please remit 'Amount Due' plus \$100.00 for each PrePass device that will not be returned.
- Any unpaid and outstanding devices will be billed to your account on the next monthly invoice approximately 30 days later. Payment is due upon receipt of this invoice.
- Once all devices are returned and charges paid, you will receive a *Final Zero Balance Invoice* with no devices listed - **This is your confirmation of full and final settlement.**