

# Cancellation

One of the reasons we started **ring-u** was multiple bad experiences cancelling from other telecom providers.

## "do-it-yourself" account cancellation:

Login to the customer portal at <https://portal.ring-u.com>

1. Click on **My Account**
2. Click on **Payment**
3. Click on **Cancel Service**

You will see a page that looks like:

(insert screen shot here)

Simply make your selection of the two cancellation options. A representative from Ring-U will try to contact you to do the following things:

- Confirm the cancellation.
- Make sure you keep/transfer your phone numbers effectively.
- Understand what we could have done better.

## The other way

Call/Email **ring-u** at 423 456-6700 or [support@ring-u.com](mailto:support@ring-u.com)

From:  
<https://wiki.ring-u.com/wiki/> - **support wiki**

Permanent link:  
<https://wiki.ring-u.com/wiki/doku.php?id=cancelling>



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