

Cancellation & Termination

We're sorry to see you go – but we will make the process as simple and clear as possible.

How to cancel your service

You can cancel your account by calling us or by sending us an email.

Please call us on: 020 3966 2899

Or email us using our contact details.

Once we receive your cancellation request, we will promptly get in touch with you by phone to confirm that the request was genuinely made by you or an authorized account holder. This step is for security purposes only and will not delay or prevent your cancellation from proceeding.

Our team will:

- Confirm your account details
- Talk you through any final charges (if applicable), including any early termination fees
- Process your cancellation while you are on the call
- Confirm your service end date

Why we may contact you by phone:

For security and accuracy, we don't process cancellations via email or online forms.

This helps us:

- Protect your account from unauthorised requests
- Make sure your cancellation is completed correctly
- Avoid any delays or confusion

Important to know:

- Your service will remain active and billable until your cancellation is confirmed over the phone
- If you stop payments without cancelling properly, charges may still apply

Early Termination Fees

If you're still within your minimum contract term, an early termination fee may apply. Our team will clearly explain any charges before your cancellation is processed.

Hey! Broadband

Returning your equipment

You will need to return your equipment within 14 days of your service ending. You will need to clearly write your full name, address and HB number. If equipment is not returned, a charge may apply. Please retain your proof of purchase in case our team need this to track your return. Returned equipment must be delivered to the returns address during warehouse reception hours (Monday to Friday, 08:00–16:30).

Please return your equipment to:

Hey Broadband Returns
COA Warehouse,
Unit 1, Earl House,
Hayes End Road, Hayes
UB4 8EH

Final bill

You will receive a final bill after your service ends, which may include any remaining charges, early termination fees or credits.

Need help before cancelling?

If you are experiencing issues or thinking of leaving our team is here to help – we may be able to resolve things for you quickly. Please call: 020 3966 2899

Already contacted us?

If you've recently contacted to our team, there's nothing more you need to do. We'll take care of everything and confirm next steps with you.

Accessibility and support

If you need additional support or having accessibility requirements, please let our team know when you call – we are here to help.