Contract questions

How can I cancel my contract?

We would appreciate it if you could let us know the reason for your cancellation.

If you would like to cancel your contract, please use a cancellation method which you can find on the **contract overview**.

For a cancellation via landline or SMS, please check your deposited data about our central customer interface and enter the cancellation code after receipt. You will receive a confirmation of your cancellation within 24 hours.

If you would like to use the cancellation option via fax or letter, please download the cancellation document and send it with your authentic signature via fax or letter. You will receive a confirmation of the cancellation within three workdays.

If you have any further questions, please do not hesitate to contact us.

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