

Talk2m Downgrade Request Form

Downgrading the Talk2m subscription will impact your Talk2m account and some features might become limited or suspended. Here are some key points to consider:

- i** There will be no Ewon device and user segregation anymore. Each user will get access to the entire park of Ewon devices in the account.
- i** All Ewon devices connected to the Talk2m account will have their firewall set to High. Only configured LAN devices will be reachable by default.
- i** There will be no device segregation for DataMailbox tokens. Existing DataMailbox tokens will be applied on all devices, all devices accessible.
- i** Once downgraded there are no ways to restore previous configurations. All information about user pools, device grouping etc. will be permanently lost.
- i** In case no new Ewon device has been added to your Talk2m account within the last 12 months, the account will be immediately suspended after downgrading to Talk2m free. This means that you will no longer be able to connect to your Ewon devices remotely.

Talk2m Customer	
Talk2m Account Name	
Talk2m Account Reference no.	
<p>Reason for downgrading</p> <p>The Talk2m Free account is sufficient</p> <p>The Talk2m Pro service is too expensive</p> <p>Missing important feature or service (please specify in the Note section, 2nd page)</p> <p>Have selected another solution (please specify in the Note section, 2nd page)</p> <p>Other (please specify in the Note section, 2nd page)</p>	
<p>I have read the points above and understand what will happen when the Talk2m Pro account is downgraded to Talk2m Free</p>	
Talk2m Administrator Name	
Talk2m Administrator Email	
Date & Signature	

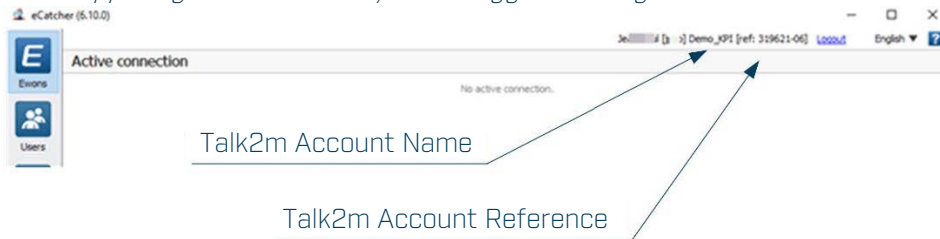
Note (optional)

How to find Talk2m Account Name & Reference?

The “Talk2m Account Name” and “Talk2m Account Reference” fields are important for us to identify the right account.

You will find them:

- In the upper right corner when you are logged in using the eCatcher software.



- On the top of the “Talk2M Pro Financial statement” report.

