

Subscription Cancellation Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

This optional questionnaire asks about your decision to leave. It does not process or confirm a cancellation. Use the cancellation instructions provided by the organizer. Please do not include passwords or payment details.

1. How long did you have this subscription?

- ☐ Less than 1 month
- ☐ 1 to less than 3 months
- ☐ 3 to less than 6 months
- ☐ 6 to less than 12 months
- ☐ 12 months or more
- ☐ Not sure

2. How often did you use it during your last month?

- ☐ Daily
- ☐ Several times a week
- ☐ About once a week
- ☐ Less than once a week
- ☐ Not at all
- ☐ Not sure

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3. What is the main reason you decided to cancel?

- ☐ Cost
- ☐ I no longer need it
- ☐ I did not use it enough
- ☐ It lacked something I needed
- ☐ It was difficult to use
- ☐ Service or support did not meet my needs
- ☐ I chose another provider
- ☐ Another reason
- ☐ Prefer not to say

4. What were you hoping to accomplish with the subscription?

5. What, if anything, did not meet your expectations?

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6. What do you plan to do instead?

- ☐ Use another paid provider
- ☐ Use a free alternative
- ☐ Handle the task another way
- ☐ Stop doing the activity
- ☐ I have not decided
- ☐ Prefer not to say

7. What is one improvement you would suggest?
