

Cancelling your service online

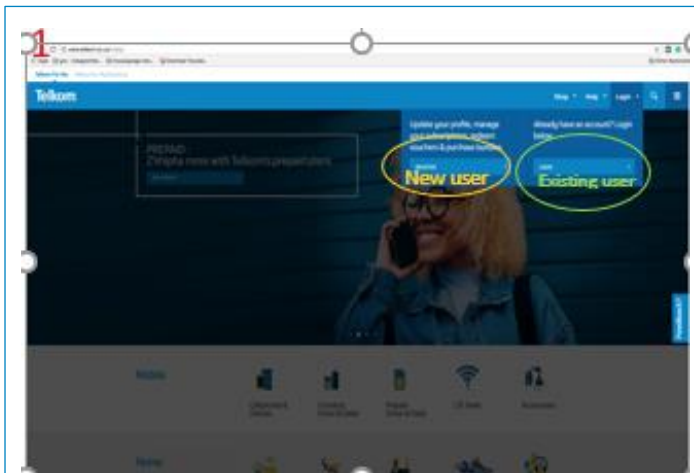
What you need to know:

- You will get a **reference number** once you've submitted your request. You need to keep this reference number handy if you need Telkom to escalate your request.
- If you have any **ISP services** with other service providers, you will need to cancel those services **BEFORE** you submit your request to cancel your Telkom services.
- Any Telkom services that are still within the contract period may incur premature cancellation **penalties**.
- If you wish to have any credit balance refunded to you upon receiving your final bill, please log a dispute with Telkom Billing on **10210**.

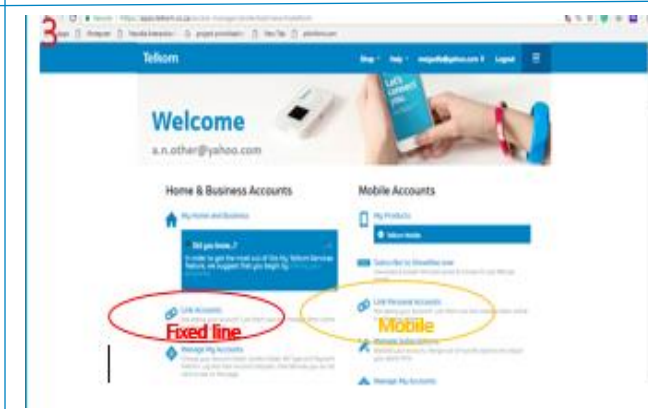
Step-by-step guide to cancelling your service online:

1. Go to www.telkom.co.za

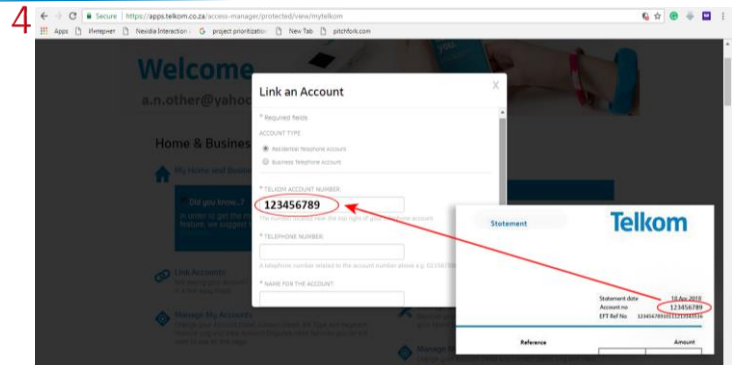
- Click **login** on the top right corner to access the Telkom portal.
- If you are a **new user**, you will first need to register. Click on the **register** button on the left of the pop-up box.
- If your account is **already registered** online, click the **login** button on the right-hand side of the pop-up box.



- If you have an **existing account** registered online, login to the **old service portal**
- Enter your **username and password** and **login**



NB: New users will need to link their accounts



- Make sure that you use the correct account number. This is the number displayed on the right-hand side of the first page of your invoice/statement

2. Select 'Manage My Accounts'

- Click on the account number you wish to cancel, then scroll right till you reach **Cancel your Services**.
- Tick the box for the service to be cancelled.
- Upload required documents and accept terms & conditions.
- Your reference number/s will be issued.

1

- Select **Manage My Account**

2

- Click on the account number you wish to cancel, then scroll right till you reach **Cancel your Services**

3

- Tick the box for the service to be cancelled
- Select reason for cancellation, category & sub-category
- Select check box to specify e.g. DSL & VOICE or DSL ONLY

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- If yours is a residential account, upload your ID document, or death certificate if applicable.
- If yours is a business account upload ID document accompanied by authorizing business letterhead
- Tick box to accept terms & conditions

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- Your reference number/s will be issued and displayed onscreen

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- You will receive an email confirming your cancellation request