Telkom

Consumer Request for Contract and Service Cancellation

Agent to complete

Agent name | Account no. | Order no. | Case no.

Completed form to be sent to

Fixed Services Email address: servcancellation@telkom.co.za Contact no. 10210
Fax no. 088 031 363 3505

Mobile Services Email address: cancellations@telkom.co.za Contact no. 081 180

Supporting documentation

- Proof of account holder's identification or duly authorised person's identification (copy of SA ID or passport)
- Copy of receipt for CPA cancellations with a device return
- Copy of death certificate (if applicable)

1. Customer details

Title | Surname | First names

ID no./Passport no. | Your Telkom account no.

Alternative contact no.

Final invoice: Email | Email address

Post | Postal address

Suburb | City | Postal code

2. Cancellation details for services/products

Cancel all my services/products: Yes | No

Request date of cancellation: Y Y Y Y M M D D

Service/Product to be cancelled	Service no. to be cancelled	Move/Port to another service provider

3. Reason(s) for service/product cancellation

Please select the key reason(s) for cancellation

Customer experience
- Call centre service
- Store service
- Billing issues

Voice
- Call quality
- Cannot make or receive calls
- Dropped calls
- Intermittent/no service
- No network coverage

Broadband
- Slow internet
- Intermittent/no service
- No network coverage
- Too many faults & downtime

Customer
- No longer need service/product
- No coverage at new location
- Immigration
- Faulty/stolen device
- Deceased

Affordability
- Loss of income
- Insolvency/bankruptcy
- Reduce expenses/too expensive
- Better value/deal from another provider

Other, details:

4. CPA – Direct marketing device return

Device returned Yes | No | SIM card returned Yes | No | 5-day Cooling-off Yes | No *(If "No" consult with TM retentions desk)*

Device make & model | Condition of device

IMEI/Ser no. | SIM ICC-ID no.

Service no. 1 | Service no. 2 | Service no. 3

Additional comments

5. Agreement

I, the undersigned, declare, agree and confirm that:

1. Cancellation is limited to the above mentioned number(s)
2. I hereby indemnify all parties that may act on the information provided and against any claims that may result from its use
3. I have read, understand and agree to be bound by Telkom's standard terms and conditions for the Provision of Electronic Communication Services and Products, as well as Telkom's mobile subscriber terms and conditions (both available at http://wwwtelkom.co.za/sites/aboutus/regulatory/termsandconditions/)
4. A customer may terminate an agreement/service at any other time (i.e. prior to expiry of the term) by giving Telkom twenty (20) business days written notice
5. The twenty days are calculated from the day on which Telkom receives the notice
6. In the case of services rented in terms of a contractual agreement, the rental obligations are governed by the conditions of the relevant agreement and penalties, if applicable, will apply
7. I'm duly authorised to sign on behalf of the account holder
8. The information provided on this form is true and correct

Full name | Signature | Date Y Y Y Y M M D D

6. For office use only

Dealer name | Dealer code

Agent name | Signature | Date Y Y Y Y M M D D

*(Note: All **valid** device returns should be captured on the Vision System as CPA returns and must comply to the Vision check list)*