

Consumer Contract and Services Cancellation/Retention Request 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

NOTE: A service consultant will contact you to verify the information provided and/or confirm cancellation/retention options available.

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. Details for service/product

Service/Product	Service no.	Move/Port to another service provider
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Reason(s) for service/product cancellation or retention options

Select the key reason(s) for cancellation

Customer experience	Voice	Broadband	Customer	Affordability
<input type="checkbox"/> Call centre service	<input type="checkbox"/> Call quality	<input type="checkbox"/> Slow internet	<input type="checkbox"/> No longer need service/product	<input type="checkbox"/> Loss of income
<input type="checkbox"/> Store service	<input type="checkbox"/> Cannot make or receive calls	<input type="checkbox"/> Intermittent/no service	<input type="checkbox"/> No coverage at new location	<input type="checkbox"/> Insolvency/bankruptcy
<input type="checkbox"/> Billing issues	<input type="checkbox"/> Dropped calls	<input type="checkbox"/> No network coverage	<input type="checkbox"/> Emigration	<input type="checkbox"/> Reduce expenses/too expensive
	<input type="checkbox"/> Intermittent/no service	<input type="checkbox"/> Too many faults or downtime	<input type="checkbox"/> Faulty/stolen device	<input type="checkbox"/> Better value/deal from another provider
	<input type="checkbox"/> No network coverage	<input type="checkbox"/> Switch to another Telkom solution	<input type="checkbox"/> Deceased	

What can Telkom do to retain your service?

4. CPA – Details of device being returned

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. 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://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>).
2. Standard written notice period applies in terms of changes to Telkom products and services.
3. 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.
4. I'm duly authorised to sign on behalf of the account holder.
5. The information provided on this form is true and correct.

Full name Signature Date

6. For office use only

Dealer name Dealer code
 Agent name Signature Date

NOTE: All valid device returns should be captured on the Vision System as CPA returns and must comply to the Vision check list.