Business Contract and Service Cancellation/Retention Request Form

Completed form to be sent to:
Fixed services (Voice, DSL, ISP, Fibre) Mobile services (Voice, Data, LTE)
Email address: stocst@telkom.co.za Email address: businessmobile@telkom.co.za
Fax no.: 088 031 301 2585

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 or duly authorised person’s identification (copy of SA ID or Passport)
• Request on company letterhead
• Copy of receipt for CPA cancellation with a device return
• Copy of death certificate (if applicable)

1. Business details

Business name
Contact person’s name & surname
Company registration/ID/Passport no.* Telkom account no.*
Final invoice
Post

Email
Email address
City
Postal code

2. Details of service/product

Service/Product* Service no.* Request date for cancellation

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

Select the key reason(s) for cancellation retention

Customer experience Voice Broadband Customer Affordability
- Call centre service - Call quality - Slow Internet - Relocation
- Store service - Cannot make or receive calls - Intermittent/no service - No coverage at new location
- Billing issues - Dropped calls - No network coverage - Emigration
- Intermittent/no service - Too many faults & downtime - Move to Fibre LTE
- No network coverage - Switch to another Telkom solution - Deceased

What can Telkom do to retain your service?

4. CPA – Details of device being returned (only applicable if valid)

Device returned
Yes No
SIM card returned
Yes No

5-day cooling-off
Yes No

Device make & model
IMEI/Ser no.
Condition of device
SIM ICCID no.

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

Indicate the channel purchased from
DSF Online Store Call Centre 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, available at 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.

*Mandatory fields

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