

Sales consultant to complete

Agent name Account no.
 Order no. Case no.

Completed form to be sent to:

Fixed services (Voice, DSL, ISP, Fibre)
 Email address: stocst@telkom.co.za
 Fax no.: 088 031 301 2585

Mobile services (Voice, Data, LTE)
 Email address: businessmobile@telkom.co.za

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)

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

1. Business details

Business name
 Contact person's name & surname Contact no.
 Company registration/ID/Passport no.* Telkom account no.*
 Final invoice Email Email address
 Post Postal address
 Suburb City Postal code

2. Details of service/product

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

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"/> Relocation	<input type="checkbox"/> Loss of income/business
<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 & downtime	<input type="checkbox"/> Move to <input type="text"/> Fibre <input type="text"/> LTE	<input type="checkbox"/> Better value/deal from another service provider
	<input type="checkbox"/> No network coverage	<input type="checkbox"/> Switch to another Telkom solution	<input type="checkbox"/> Deceased	<input type="checkbox"/> Service reductions/ business consolidation

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 (if "no" consult with TM Retentions Desk)
 Device make & model Condition of device
 IMEI/Ser no. 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.