

Cancellations Guide



Cancel your Mobile service/Fixed line service - Please have your account details at hand



1 Visit the Telkom website on the link <https://tlkm.link/cancellations2> to access the cancellation page



2 Complete the cancellation request and upload required documentation



3 Submit your request and you will receive your cancellation reference number



Cancellations via the mobile app

1. Log-in to the Telkom app
2. Select "Get Help"
3. Scroll down and select "Cancel your service"

Prerequisites

- Account holder ID
- Telkom service number
- Telkom account number



Small and Medium Enterprise (SME) Service Cancellation process

Submit your cancellation request via email to StocST@telkom.co.za for a Fixed line service, or BusinessMobile@telkom.co.za for a Mobile service.

Please also submit a copy of ID/Passport of the business owner or director. The request must be in an official company letter head signed by the authorised person.



Deceased Cancellation Process

In order to cancel a service of a deceased person, an email must be sent to Lsdanational@telkom.co.za.

The following documentation is required: Copy of the deceased ID, death certificate, and contact details of the person responsible for the deceased estate.



Escalations

Follow the escalation process below if you have requested a cancellation but have not heard anything from us after 7 working days.



1 Visit the Telkom website on the link: www.telkom.co.za and click on "Help" on the website menu and then select "Talk to Us"



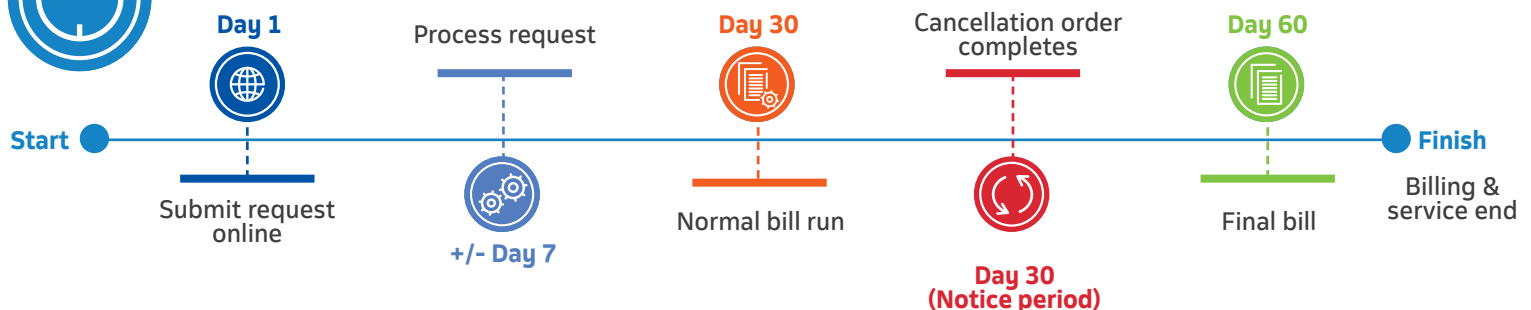
2 Scroll down and select "Send Us an email"



3 Fill in the form and ensure to select the "Cancellations" on the Department field and also provide the reference number of the cancellation request you following up on.



How long it takes:



Please note:

- If the customer has a DSL Service with other service providers (ISPs), we may not be able to process a voice line cancellation before the DSL is cancelled with the other ISP.
- Any Telkom Services that are still within the contract period may incur premature cancellation penalties.
- If the account is suspended, we will not be able to cancel your service until the account is paid up to date.
- All cancellation requests have a standard 30 days cancellation notice period.
- The final bill may be generated in approximately 60 days from the date of cancellations.
- We will not be able to process the cancellation until the account is paid up to date.
- CPA cancellation refers to contracts purchased through Outbound Call Centre and cancellations must be requested within 5 days if:
 - o Incorrect Deal/Product was activated.
 - o The customer is of the view that the product delivered is not what was sold or explained.
 - o No network coverage at the address supplied during the time of purchase.