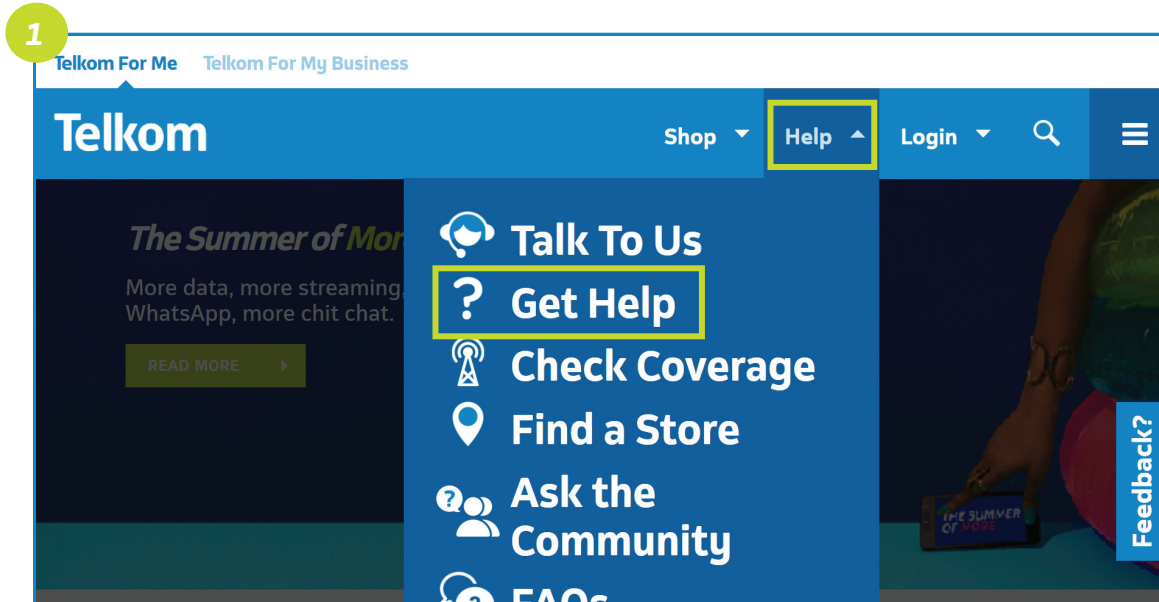


# Online Escalation Form

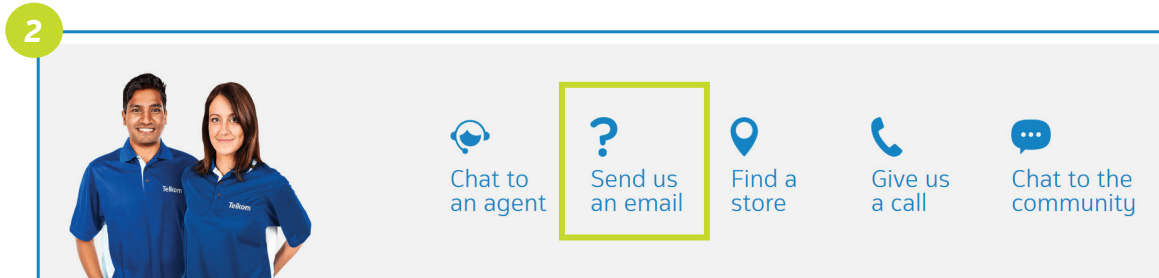
## Three easy steps to access Online Escalation Form

This is where customers can follow up on cancellation requests without having to go in store or contact the Call Centre. The customer must have an existing cancellation request case number to follow up on.

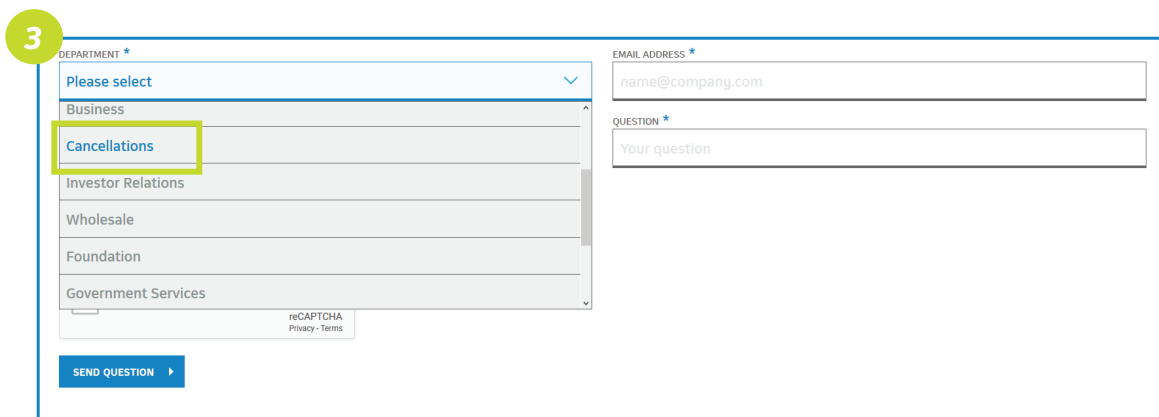
## How to Access Online Escalation Form!



Go to [www.telkom.co.za](http://www.telkom.co.za) and select “**Help**” button in the top right corner then select “**Talk To Us**”.



Scroll up and select “**Send Us an email**”



A screenshot of the online escalation form. It features a 'DEPARTMENT \*' dropdown menu with 'Cancellations' selected and highlighted by a yellow box. Other options in the dropdown include 'Business', 'Investor Relations', 'Wholesale', 'Foundation', and 'Government Services'. Below the dropdown is a 'reCAPTCHA' field and a 'SEND QUESTION' button. To the right, there is an 'EMAIL ADDRESS \*' field containing 'name@company.com' and a 'QUESTION \*' field with the placeholder text 'Your question'.

Select the “**Cancellation**” option from the “**Department**” drop down menu and fill the below form