

It's quicker online: Three easy steps to cancel a service

If you need to cancel a Telkom service, you can do it online in a few simple steps. It's quicker online and you can do it in your own time.

How to cancel a Telkom service online:

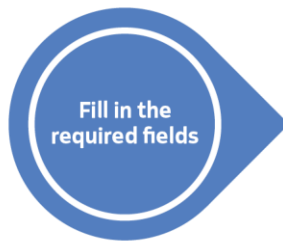
1. **Login** to My Profile on Telkom.co.za.



1

Login

2. Select **Manage Accounts**, select account, select **Cancel** on applicable services.



2

Select services

3. **Upload** supporting documents.



3

Upload documents

Receive follow-up references.



STEP 1: GO TO TELKOM PROFILE

Go to Telkom.co.za and select the **Login** button in the top right corner to login to your "My Telkom" profile (*login to the old service portal*).

If you don't have a "My Telkom" profile, then choose **Register** from the Login menu to create a Telkom Profile. Then link your accounts.

STEP 2: SELECT SERVICES

Once you are logged in to your Telkom profile, select **Manage Accounts** and click on the applicable account, then select **Cancel**. Fill in the required fields. You can select multiple services at once.

STEP 3: UPLOAD AND SUBMIT

Upload supporting documents if required (for example, a copy of your ID document), **accept** the Terms and Conditions and **submit**.

What you need to know:

- You will get a **reference number** when you submit your request. You will need this reference number if you need Telkom to escalate your request.
- If you have any **ISP services** with other service providers, you will need to cancel those services **BEFORE** you submit your request to cancel your Telkom services.
- Any Telkom services that are still in their contract phase may incur **penalties**.
- If you wish to have any **credit balance** refunded to you upon receiving your final bill, please log a dispute with Telkom Billing on **10210**.

How long it takes:

