

BUSINESS REQUEST FOR CONTRACT CANCELLATION



Account Number:

Completed form sent to cancellations@fibrestream.co.za

BUSINESS DETAILS

Company:  Trading as:

Account No:  Company Reg No:

Contact Person:  Contact No:

Final Invoice Email:  Email Address:

Post:  Postal Address:

Suburb:  City:  Postal Code:

CANCELLATION DETAILS

Cancel all my Services/Projects  Y  N

Request date of cancellation:  Y  Y  Y  M  M  D  D

Services/Projects to be cancelled:  Service No. be cancelled:  Port to another service provider:

REASON(S) FOR CANCELLATION

Please select the key reason(s) for cancellation

Customer Experience

- Call centre service
 Technical
 Billing issues
 Sales service

Voice

- Call quality
 Cannot make/receive calls
 Dropped calls
 Intermittent or no service
 No network coverage

Broadband

- Slow internet
 No coverage at new location
 Immigration
 Contract expiry
 Deceased

Affordability

- Loss of income
 Insolvency or bankruptcy
 Reduced expenses or too expensive
 Better deal from another service provider

Other, please specify

AGREEMENT

I, the undersigned, declare, agree and confirm that:

- 1. Cancellation is limited to the above-mentioned services, and Fibre Streams acceptance.
2. I hereby indemnify all parties that may act on the information proved and against any claims that may result from its use.
3. I have read, understand and agree to be bound by Fibre Streams standard terms and conditions - available at http://www.fibrestream.co.za.
4. Please note that for the cancellation to take place, the full amount needs to be paid to terminate your contract.
5. We refer to the terms and conditions in your contract paragraphs 2.2, 3.3, 3.4, 6.1, 7.1, 7.2, 7.3, 7.4, 8.7, 9.1.1, 11.3, 11.5 & 14. Please note that we are in accordance with the Consumer Act.
7. In 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.
8. The information provided on this form is true and correct.

Full name  Signature  Date  Y  Y  Y  M  M  D  D

FOR OFFICE USE ONLY

Accepted cancellation date:  Y  Y  Y  M  M  D  D Accepted by:

Collect Equipment:  Date collected:  Y  Y  Y  M  M  D  D