

CUSTOMER REQUEST FOR CONTRACT CANCELLATION



Account Number:

Completed form sent to cancellations@fibrestream.co.za

CUSTOMER DETAILS

Title: First Name/s: Surname:

Account No: ID/Passport Number:

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:
<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"/>

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