

Please ensure that you do not have a voice contract with Telkom (Please contact Telkom 10210 (residential) or 10217 (business) to cancel the contract).

If you have any existing products with Telkom (Data packages, ADSL email contracts, etc.), these must be cancelled directly with Telkom to allow your line to move over to Computer Haven. You will still pay Telkom directly for Voice Line Rental and calls made from the line, even after your line is with Computer Haven. If you're not sure about anything, give us a shout and we'd be happy to explain.

Please note that Telkom gives you 5 working days to contact Computer Haven and have your DSL line migrated. If the line is not transferred in that time, it will be suspended as long as it remains in the Holding Pool.

Once your line has been placed in the Holding Pool, you will be notified via SMS within 36 hours. The entire migration process will be completed within 48 hours.

Telkom will issue a credit for any incorrectly levied charges once you are successfully transferred. This will reflect on your next Telkom billing invoice.

You'll need to complete a few easy steps in order for us to move your line over from Telkom. Your line needs to be transferred into the OpenServe division of Telkom Holding Pool from which Computer Haven will transfer the line.

1. Fill in the attached "Contract Service Cancellation Form" <http://tiny.cc/canceltelkom> and confirm that you want your line moved to another Service Provider (Section 2 on the form). Ensure that all information is correct, and that the form is dated and signed.

2. Scan this form and your barcoded ID Book or Smart ID and email it to ONE of the following email addresses Residential [Servcancellation@telkom.co.za](mailto:Servcancellation@telkom.co.za) Business [STOCST@TELKOM.CO.ZA](mailto:STOCST@TELKOM.CO.ZA)

Please note, if you have a Business Line, Telkom requires the following:

A signed cancellation letter from the Sole Proprietor OR on a company letter head for CC/PTY LTD. In both instances, a copy of the authorised signatory's ID is required.

Tel 012 330 0131. Fax 086 552 2103.

Reg No CK 921 894 723 VAT No 427 013 6239.

Email [mail@computerhaven.co.za](mailto:mail@computerhaven.co.za) Web [www.computerhaven.co.za](http://www.computerhaven.co.za)

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