



Dealer number:	
Client Account No:	
Account update	

## Service Cancellation Form

Completed forms must be faxed to or **Email to 0865640117**

Cancellation of service			
Type:	Business <input type="checkbox"/> Individual: <input type="checkbox"/>	Date of cancellation required	
PERSONAL INFORMATION			
First name:		Initials:	
Last name:		ID number:	
Physical address: (which will be used for deliveries)		Province:	
		Post code:	
		APD Account No:	
Postal address:		Province:	
		Post code:	
Email address:		Tel number(H):	
Cancel ADSL Service	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Tel number(W):	
Cancel Hosting	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Cell number:	
Cancel Domain	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Fax number:	
Cancel Free Fax to Email	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Dealer number:	
COMPANY INFORMATION (only applicable to registered business entities)			
Type of company:	Sole proprietor: <input type="checkbox"/> CC: <input type="checkbox"/> Partnership: <input type="checkbox"/> Pty: <input type="checkbox"/> Pty Ltd: <input type="checkbox"/>		
Name of company:			
Industry:			
Tax number:		:	
Postal address:		Province:	
		Post code:	
Physical address:		Province:	
		Post code:	
Registration Number		Income Tax Number :	
Email address: To confirm cancelation	(We require a email address for all corespondance)		
Cancel ADSL Service	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Tel number(W):	
Cancel Hosting	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Cell number:	
Cancel Domain	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Fax number:	
Cancel Free Fax to Email	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Dealer number:	



**TERMS OF CANCELATION**

You may cancel your service at any time, and cancellation of your service is effective on the day we receive your email notice of cancellation - **we cannot schedule Cancellations for future dates.** Charges are not pro-rated upon cancellation. If you choose to cancel your service, your current month's fees are forfeited, as we cannot prorate your account for the current month. We must receive written notice of your intent to cancel your service, either by email to [support@apdcentral.co.za](mailto:support@apdcentral.co.za) or priority or registered mail delivered to the address below. Please include your full name, address, username, customer Number AND an email address that we can send confirmation to. Depending on the Account type and status we may require more information that what is listed here to cancel your account. Example: We are not responsible for misdirected mail or email that never reaches us.

Email address for correspondence

To verify that your account has in fact been cancelled, we will send a confirmation Via email to: email address above provided. **NEVER** attempt to cancel by phone, even if you think a representative has accepted a verbal cancellation. Verbal cancellations will not be honored under any Circumstances, unless accompanied by a written request; either by email or registered mail. If you cannot provide written proof of your cancellation, you are still responsible for all charges until your account is actually cancelled according to this policy. If you do not receive the cancellation confirmation, please assume that your account has NOT been cancelled and contact us to verify so that charges do not continue to accrue. If you cancel prior to completing your first month of service, there will be no refund of any amount already paid. We do not accept cancellations unless the Account is current and paid to date. With immediate effect on any cancelation , credit facilities are terminated

**APD Office Use only**

**APD Electronic Systems Client Information**

<b>Reseller Acc No:</b>			
<b>Last Invoice No :</b>		<b>Expiry date:</b>	
<b>Reseller Type :</b>	Web Hosting : <input type="checkbox"/>	DSLShop: <input type="checkbox"/>	AAPD Vox Tel: <input type="checkbox"/> ISP Services: <input type="checkbox"/>
<b>VOIP Phone Required to be canceled</b>			
<b>Loaded on APD CRM Account Systems</b>	Debit Order: <input type="checkbox"/> Mastercard: <input type="checkbox"/> EFT Payment Advance: <input type="checkbox"/> Account Limit : _____ System De-activated : <input type="checkbox"/> Helpdesk Loaded : <input type="checkbox"/> Help Desk User Name <input type="checkbox"/> _____ Billig Completed: <input type="checkbox"/> Account Approve BY : _____		
<b>Additional Information</b>			
<b>Date cancellation processed</b>			