



BEFORE PORTING TO MELON MOBILE

| Mobile contract cancellations compared |   |  |                          |
|--|---|--|--------------------------|
| Network                                | Costs (sum of all items listed)   | Recommended cancellation channels  | Cancellation time        |
| Vodacom                                | <ul style="list-style-type: none"> <li>Remaining monthly subscription costs x 0.75</li> <li>Devices fees x Number of months remaining on the contract</li> </ul>  | 082 135<br><br>To receive settlement quote which requires payment within 14 days of quote and send POP to email on quote invoice <a href="mailto:Earlycancellation@vodacom.co.za">Earlycancellation@vodacom.co.za</a> OR <a href="mailto:customer@vodacom.co.za">customer@vodacom.co.za</a>  | 20 business days' notice |
| MTN                                    | <ul style="list-style-type: none"> <li>The remaining balance of the value of the mobile device</li> <li>The monthly subscription up to the date it ends</li> <li>All usage charges up to and including the date the contract ends</li> <li>All other amounts that MTN is allowed to charge the consumer as per the agreement up to that date</li> <li>An additional one month's subscription</li> </ul> | Call 135 from MTN network and press 2<br><br>OR<br><br>083 135 from another network<br><br>Receive settlement quote which requires payment within 14 days of quote and send POP to email on quote invoice<br><br>OR<br><br>Email: <a href="mailto:retentions@mtn.com">retentions@mtn.com</a> | 20 business days' notice |
| Telkom                                 | <ul style="list-style-type: none"> <li>Costs associated with the device</li> </ul>  | From mobile – 081 180<br>From telephone – 10210  | 30 days notice           |

|        |   |  |   |
|--------|---|--|---|
|        | <ul style="list-style-type: none"> <li>• Costs associated with the provisioning of services</li> <li>• Admin fees</li> </ul>  | <p>OR</p> <p>Login to your account portal and manage account to cancel services.</p>                       |   |
| Cell C | <ul style="list-style-type: none"> <li>• The remaining value of the handset at the time of the cancellation</li> <li>• The amount on the current invoice</li> </ul> | <p>084 143 and press 2</p> <p>OR</p> <p><a href="mailto:custserv@cellc.co.za">custserv@cellc.co.za</a></p> | <p>24 to 48 hours client to call for funds to reflect. Customer can opt for immediate cancellation or end of the month.</p> <p>30 Day Notice<br/>Quoted over the phone through security check of account.</p> |