



## **Cancellation/Deactivation Procedure**

HEREWITH please find the information that you require in order to do a Cancellation/Deactivation.

### **Transaction Definition:**

To permanently deactivate a SIM/MSISDN on the MTN Network

### **Purpose of Transaction:**

Once a contract has expired, the client has the option to Cancel the contract with MTNSP

### **Requirements:**

The following requirements needed for a sim swap to take place

- MSISDN (Cell number)
- SIM Number ( 10 digit number at the back of sim card or on the invoice)
- Written request from Company Administrator

### **Additional Information**

- Deactivation will take place once a 30 day notice has been sent to MTNSP.

**N B: Should you wish to cancel your contract before the expiry date, kindly enquire with Call Centre for additional charges**

Please feel free to contact our Contact Centre lines, which are:

809 from a MTNSP sim card or 083 1 809 from a landline or other Network operators