



When you order ...

Please provide

- » proof of identification (original or certified copy of Green ID, passport);
- » an original or certified copy of your most recent pay slip or 3 months' bank statements;
- » original or certified copy of proof of residence (utility bill not older than three months);
- » in case of a business, a proxy letter head signed by the Director, ID / passport of the person authorized to represent the business and the registration documents (original / original certified copies)

Your order number

Your Account number

Dealer code

Important information

- » Telkom's standard terms and conditions and product specific conditions are available on www.telkom.co.za
- » After Telkom has checked your creditworthiness, you may be required to provide a security (pay a deposit or sign a surety).

Note: All new business customers must complete a surety ship. Surety needs to be signed at a Telkom Direct Shop.

» Sign the agreement and hand it in together with the required documentation at your nearest Telkom Direct Shop.

1. Are you ...

Business Residential

2. Type of service require ...

Telkom Telephone service
 Telkom DSL
 Telkom Prepaid (Residential only)
 Telkom ISDN (Basic Rate only)
 Telkom WiMAX
 Telkom Fixed Line Look Alike
 Telkom Value Added Services
 Telkom Mix (Fixed/Mobile)

3. Transaction type ...

New / additional service
 Transfer
 Conversion
 Change of ownership
 (Complete sections A,B,C,D,E,F,H,I,J)
 (Complete sections A,B,D,E,G,H,I,J)
 (Complete sections A,D,E,H,I,J)
 (Complete sections A,B,C,D,E,F,G,H,I,J)

Value added services
 Porting of number
 (Complete sections A,B,D,E,H,I,J)
 (Fixed line - complete section E1, Mobile - complete section E7)

A. About you or your business

1. Are you an existing customer?

No Yes If Yes, what is your existing telephone number? ()

2. Business customers

Name of your business Type of business

Your VAT reg number Your business reg no

3. Residential customer or key person in the business

Which title do you use? Mr Mrs Ms Miss Dr Prof Rev The Hon

Initials and surname Your ID number

Your contact numbers - Please give us contact details where we can contact you or leave a message ...

Contact person's name Capacity

During business hours () Alternative number ()

Cell phone number () Fax number ()

Email address

Employment details

Name of your employer Period employed

Employer's contact number ()

Employer's address

B. Your invoice distribution method

In which language do you prefer to receive your invoice? English Afrikaans

How would you like to receive your invoice? Via ... Email Post

Email address

Postal address

Suburb:

City/town:

Web-based bill Please register online @ www.telkom.co.za once you have received your 1st account

Please note that you can receive either a printed invoice or an invoice sent by Email (not both).

C. Your income and expenses (only Residential customers to complete this section)

Please provide the following information

Gross monthly income Total monthly Expenses

Do you currently have a liability in terms of /as a:

Surety Guarantor Co-Debtor None

Specify details _____

D. Your debit order details (Compulsary)

I, (full name(s) and surname) _____ hereby authorize Telkom to debit my bank account with the amount payable on my monthly account to a maximum of R _____ Account holder _____

Name of Financial institution _____ Branch Number _____

Branch name _____ Account number _____

Type of account Cheque Transmission Savings Effective from

y	y	y	y	m	m	d	d
---	---	---	---	---	---	---	---

E. Your order

Please complete where applicable.

1. Telkom telephone service (PSTN)

How many lines do you require? _____ When do you require your telephone service?

y	y	y	y	m	m	d	d
---	---	---	---	---	---	---	---

Is there a working telephone line? No Yes If yes, what is the telephone number? _____

Do you want to use your existing line? No Yes If yes, which line do you wish to convert/transfer? _____

Number/s to be ported _____ Account number _____

Service type to be ported Postpaid Prepaid service

*Note - Copy of postpaid account to be attached

Installation address

Unit/room number, building/farm:
Stand number as per municipal account:
Street number and name:
Suburb:
City/Town: _____ Postal code _____

2. Telkom Fixed line look alike

Do you require a 24-month contract? No Yes - Refer to terms and conditions nr 2.

3. Telkom DSL Service ...

Which bandwidth do you require? Fast DSL up to 384Kbps Faster DSL up to 1 Mbps Fastest DSL up to 4/10Mbps

Do you require a 24 contract? No Yes (Refer to terms and conditions no 2.)

4. Telkom ISDN ...

- ISDN2 comprises two channels, each with 64kbps capability, network terminator with two digital ports.
- ISDN2a comprises two channels with 64kbps capability, network terminator with two digital and two analogue ports

5. Telkom Prepaid ...

I want the following option ... 7 day Rental 31 day Rental

6. Telkom Prepaid Top-Up options

Plan 1 Plan 2 Plan 3 Plan 4 (Refer to Terms and conditions no 3 for different options.)

7. Mobile Services

Refer to Terms and Condition nr 6

Package required	Device make & model	No. of lines	Port (Y/N) (Complete MNP Application)

8. Value Added Services (For more details visit Telkom Direct Store or contact our Call Centre on 10219 (residential)/10217 (business)

or visit www.telkom.co.za)

- BizTalk BizTalk Plus Business customers only when signing a 12 month contract. Refer to terms and conditions no 5
- Calling Plans _____
- Internet _____
- Additional _____

F. Business customers

If you have selected one of the following from above Telkom telephone service, Telkom DSL, Telkom ISDN and BizTalk you will qualify for free installation when signing a 12 months contract.

Do you require a 12 months contract No Yes (Refer to terms and conditions no 2,4,5)

G. Outgoing customer consent for change of ownership

Please provide your telephone number(s) to be changed to new owner

() _____ () _____ () _____

When do you want the change on your service(s)?

y	y	y	y	m	m	d	d
---	---	---	---	---	---	---	---

How would you like to receive your final invoice? Via ... Email Email address _____

Post Postal address _____

Suburb _____

Initials and surname _____ City/town _____ Postal code _____

Your ID number _____ Your signature _____

y	y	y	y	m	m	d	d
---	---	---	---	---	---	---	---

 Date

H. Your details in the phone book

I require ... No entry A free standard entry

For any other requirements, please contact Trudon (Pty) Ltd. See your local Yellow Pages for more information. Note: The listing will depend on the printing cycle.

I. Marketing material

Would you like to receive marketing material and information regarding special promotions and offerings?

No Yes

If Yes, select your preferred method of communication

Email

Post

SMS

Telephone

J. Agreement

I confirm, agree and accept that ...

- in the case of a business I am authorised to order the service and sign this order form; and the details that I have given in this form are correct and complete.
- upon Telkom's approval, this signed order form will constitute a binding agreement.
- I have read, understand and accept Telkom's terms and conditions (see back of order form)

Print name

If you are under 18 years old, your guardian must also sign this order.

Your guardian's ID number

Your signature

Your guardian's signature

Date

Date

Date

Date

Terms and Conditions

1. Telkom's Standard Terms and Conditions for the Provision of Electronic Communications Services

Telkom's Standard Terms and Conditions for the Provision of Electronic Communications Services, as amended by Telkom from time to time in accordance with the provisions of Telkom's Electronic Communication Services (ECS) license, the Electronic Communications Act 36 Of 2005, the Consumer Protection Act, 68 of 2008 or any other applicable legislation, are applicable to the provision and use of all electronic communications services and products provided by Telkom to customers. The standard conditions are available for perusal at any Telkom Direct Shop and can be inspected free of charge during normal business hours, or can be downloaded from the Telkom website at www.telkom.co.za

2. The following additional terms and conditions applies to Fixed line look alike and ADSL:

- a)** In case of a fixed term contract should I/we terminate the contract before the 24 months has lapsed Telkom reserves the right to charge penalty fees in accordance with the Telkom Terms and Conditions.
- b)** Subscription to Telkom 3G on Fixed line Look alike service / ADSL service is subject to 3G Fixed line look a like / ADSL coverage and network availability. Standard terms and conditions apply.
- c)** Network coverage is not guaranteed and service experience may change from time to time.
- d)** Fax machines are at present not supported by W-CDMA technology.
- e)** Telkom reserves the right to apply a monthly credit limit on your account. Inclusive data volumes and free minutes are subject to rules as determined and amended from time to time by Telkom, published on www.telkom.co.za
- f)** W-CDMA - Unused data, minutes and SMS' will expire at month end.
- g)** Subscribers are liable for any usage exceeding the inclusive volume and will be charged according to the applicable tariff plan, as amended from time to time by Telkom.
- h)** Promotional bundle is subject to a 24 month contractual commitment to Telkom for the device that form part of the promotional offer. (Eg ADSL Modem)
- i)** Where the customer wishes to upgrade his device, before 18 months has lapsed, the customer will be liable to pay penalties for the remainder of the contractual agreement period.

3. The following additional terms and conditions applies for Prepaid Top-up

Top-up plan 1 - R98 Debit order, monthly automatic top-up R98 airtime, 12 month contract, free land line installation, free basic voicemail, and no line rental. R200 advance payment

Top-up plan 2 - R129 Debit order, Monthly automatic top-up R129 airtime, 12 month contract, free land line installation, free basic voicemail, and no line rental. R200 advance payment

Top-up plan 3 - R199 Debit order, No monthly free airtime (voice usage will be done by customers recharge voucher) free land line installation, (free internet installation for new customers), Telkom internet DSL 192 kbps subscription with 500 MB data, an e-mail account with encyclopedia Britannica, refurbished modem when signing a 24 month contract, free basic voicemail and no line rental.

Top-up plan 4 - R259 monthly debit order, monthly automatic top-up of R98 airtime, free land line installation, (free internet installation for new customers), Telkom internet DSL 192 kbps subscription, with 500 MB data, an e-mail account with encyclopedia Britannica, refurbished modem when signing a 24 month contract, free basic voicemail, and no line rental. Mecer net book included. (New PC with renewed contract after 24 month)

4. The following additional terms and conditions applies for 12 month contracts (PSTN, ISDN2/2a and ADSL services)

Should I/we terminate the contract before the 12-month period has expired, the installation charge which was applicable on the date the service was installed becomes payable, and shall be debited in full to my account.

5. The following additional terms and conditions applies for Telkom BizTalk - 12 month contract (Single line services only)

- a)** Should I/we terminate the contract before the 12-month period has expired, I/we shall be obliged to pay on Telkom's demand the following early termination fee – an amount equal to ten percent (10%) of the full outstanding rental payable for the remaining period of the contract.
- b)** Offer only available to Telkom Business customers on conventional single line services.
- c)** Product specific conditions for the value added services will apply as per the standard individual service conditions. Please visit www.telkom.co.za
- d)** The bundled minutes will apply to local and long distance calls during peak and off-peak times. Bundled minutes not utilized fully during a bill cycle are not transferable from month to month or between calling plans. All fixed line calls must originate on and terminate on Telkom's network to qualify for the benefits of Telkom BizTalk.

e) The following calls will be excluded from the bundled minutes: Premium rated calls (0862, 0865, 0866 and 0867), teleconference; operated-assisted calls; service calls (incl. auto complete, directory services, ring back); World Call; Smart Access; Supreme Call or public payphones

6. The following additional terms and conditions applies for Telkom Fixed/Mobile

a) Signing a 24 month contract is mandatory when applying for all Telkom Fixed/Mobile services.

b) Product specific terms and conditions for Mobile and Fixed products within FMC bundles apply. Please visit www.telkom.co.za

c) Penalties apply to all downgrades as per the product specific terms and conditions.