

Consumer Application Form

Agent to complete:

New application Change of ownership
 Porting of mobile number Customer relocation
 Service required Fixed Mobile Convergence
 Agent name Campaign name
 Order no. Account no.
 System customer ID.

Supporting documentation

- Proof of identification: Copy of SA ID or passport (including work permit)
- Copy of your most recent payslip and three months' bank statements
- Copy of proof of residence (utility bill not older than three months)
- For porting purposes, account number at donor/existing service provider required

ORIGINAL

1. Customer details

Are you an existing customer? Yes No If yes, what is your existing number?

Title Surname First names

SA Citizen Yes No Identity/Passport no. Passport expiry date

Gender M F Date of birth

Contact details Home no. Office no. Mobile no.

Email address

Physical address Unit/Stand no/Street

Suburb City Postal code

Postal address Same as above PO Box/P Bag Suburb/City Postal code

How do you like to receive your invoice? Email (Compulsory for all broadband services) Post (Additional charges may apply)

Friend/Relative Name and surname Contact no.

2. Employment/Credit-vetting details

Name of your employer Occupation

Employer's address

Suburb City Postal code

Employer's contact no. Period employed Years Months

Gross income p/m R Net income p/m R Total expenses p/m R

Household income p/m R Additional income p/m R

3. Payment detail (debit order compulsory)

Please debit my account in favour of Telkom SA SOC Ltd with my total amount due each month.

Bank Branch name Branch code

Account holder name Account no.

Type of account Cheque Transmission Savings

Debit order maximum amount R Debit dates 15th 25th Last day of the month

Should any debit order be returned unpaid on the due date, Telkom and/or its authorised debt collection agencies will have the right to make use of NAEDO to collect the arrears amount. These collections will be at your cost.

Full name Signature Date

4. Change of ownership (existing owner's details)

Number(s) to be changed & Change of ownership date

Initials and surname ID no.

Contact details Home no. (new) Office no. Mobile no.

Final invoice Email Email address

Post Postal address

Suburb City Postal code

Signature (existing owner) _____ Signature (new owner) _____

5. Your order/services

A. Fixed-line and Converged Products

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

Do you want to use your existing line? Yes No If yes, what is the telephone number?

Service provider of existing line

Do you want your landline details in the phone book? Yes No

Fixed stand-alone

Calling plan (voice service) Calling plan required

Telkom Broadband service Yes No

Contract period 24 Months Monthly (Cancellation within six months may be subject to payment of a reasonable setup cancellation fee)

DSL/Fibre speed Fast Faster Fastest Elite Elite + Fibre (10) Fibre (20) Fibre (40) Fibre (100)

(Factors that can affect your speed may include: Distance from the exchange to your home; Peak internet usage times; The number of people sharing your broadband connection within your home; You may have reached your Telkom Internet SoftCap.)

Internet plan Internet plan required

Self-install Yes No (Installation charges applicable for month-to-month contracts)

Device add-on Device required

VAS add-on VAS required

Family Circle service Yes No Telkom mobile no.(1) Telkom mobile no.(2)

Telkom mobile no.(3) Telkom mobile no.(4)

Converged bundles

Bundle description	Technology	Contract period
<input type="text"/> Bundle required	DSL/Fibre/LTE-A/LTE/3G	24 Months
<input type="text"/> Bundle required	DSL/Fibre/LTE-A/LTE/3G	24 Months
<input type="text"/> Bundle required	DSL/Fibre/LTE-A/LTE/3G	24 Months

B. Mobile products

Spend limit (Over and above monthly subscription; subjected to credit management approval) R150 R300 R1000 No limit

Package/deal ID	Device make/model	Itemised billing	Additional value-added services	Contract period
<input type="text"/>	<input type="text"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	VAS required	24 Months
<input type="text"/>	<input type="text"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	VAS required	24 Months
<input type="text"/>	<input type="text"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	VAS required	24 Months

Insurance Yes No Band Monthly premium R

I have purchased the Telkom Cellular Insurance Product and hereby declare that it was done on a non-advice basis. Non-Advice in respect to a purchase means that the Telkom Representative did not provide advice, did not make a recommendation, nor provided guidance or made a proposal of a financial nature in respect to Telkom Cellular Insurance. The Telkom Representative presented the benefits and features of Telkom Cellular Insurance which allowed me to make an informed decision of my own. Underwritten by Mutual & Federal Authorised Financial Service Provider, FSP number: 46037.

Full name _____ Signature _____ Date

C. Mobile numbers to be ported to Telkom Mobile (Mobile and Convergence)

Account classification at DSP* prepaid, postpaid or hybrid	Account type at DSP* consumer or business	DSP*	Account no. at DSP* (per invoice)	Account name at DSP* (per invoice)	Mobile number	RICA person name (person RICA'd at DSP*)	RICA person ID/Company reg. no.	Requested port date YYYY/MM/DD

**(DSP = Donor/Existing Service Provider)*

I, the undersigned, hereby confirm that I have been informed of the following and agree to these statements:

1. I am porting to Telkom mobile.
2. I acknowledge that, in the event of donor service provider rejection, my service will be activated with an 081/061 Telkom mobile MSISDN number.
3. I acknowledge and accept that call credits/unused values from the donor service provider are forfeited.
4. I am responsible and liable for outstanding fees owing to the donor service provider.
5. I am responsible for all cancellation fees incurred when a cancellation request is received during the application process.
6. Products and services offered at the donor service provider might not necessarily be available at Telkom mobile.
7. I have read, understood and hereby agree to the terms and conditions as set out in the application form.

Signature _____ Date

6. Agreement

I, the undersigned, declare, agree and confirm that:

- 1) If acting in a representative capacity, that I am duly and fully authorised to do so. I personally hereby indemnify and hold Telkom harmless for any damages suffered by it, should it at any stage appear that I'm not so authorised.
- 2) The information supplied herein with regard to me and the Applicant is complete, true and correct as at date of signature/electronic processing hereof.
- 3) Electronic processing of the transaction (telephonically or via internet portal) will be binding on me and/or the Applicant as if I have signed a physical application form, upon:
 - a) my agreement via tick box and submission of the online application form; or
 - b) my verbal confirmation of the existence of the agreement during the telephonic application process.

I (and/or the Applicant) am bound to the terms and conditions applicable to the transaction, including but not limited to:

- 1) Telkom's standard terms and conditions for the Provision of Electronic Communication Services and Products (fixed-line services and products), available at <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>; and/or
- 2) Telkom's Mobile Subscriber terms and conditions (mobile services and products) available at <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>; and
- 3) Product-specific terms and conditions related to the service and/or product I have applied for; as indicated on any promotional material and/or on Telkom's official product website (<http://www.telkom.co.za>) and/or communicated to me telephonically during a telephonic application process. I declare myself familiar with and bound to the content of said terms and conditions.

All these terms and conditions are available online and will be made available to me in printed version or may be emailed to me, if I so request it.

Do you require a copy of the terms and conditions? Yes No If yes, or

Email address

Full name _____ Signature _____ Date

7. For office use only

Dealer name

Agent name _____ Signature _____ Date

RICA information (required for mobile products): RICA by sales agent RICA on delivery

B2C delivery address: Customer address Employee address