

Completed form and supporting documentation to be sent to
Email: Lcapps@telkom.co.za Service Desk no.: 0800 111 250

Free promotional offer expires on: _____

Supporting documentation

- Proof of identification: Copy of SA ID or passport (including work permit)
- Copy of proof of residence (utility bill not older than three months)

Form submission must include all supporting documentation.

1. Customer details

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

Title Surname First names

SA citizen Yes No ID no. Passport no.

Passport expiry date Gender M F Date of birth

Marital status In community of property (See point 2, section 7.2) Out of community of property

Contact details Home no. Office no.

Mobile no. Email address

2. Employment details

Name of employer Occupation

Employer's address

Suburb City Postal code

Employer's contact no.

Gross income pm R Net income pm R Household income pm R

I hereby give consent to Telkom to credit-verify me as part of processing this application form. Telkom reserves the right not to provide the services, depending on process outcome.

Signature

3. Installation address (only for installation inside estate)

Name of estate Complex name in estate (if applicable)

Street name Erf no. (e.g. 1-245, as per municipal water and lights invoice)

Street/unit no. Room no. / building / farm (if applicable)

Suburb Town/city

4. Available products

4.1. Trial offer (free of charge, no obligation, 2 months, 100Mbps, 200GB data)

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This no-obligation, free-of-charge trial offer consists of a 100Mbps, 200GB speed and data service, which will be activated on the date of installation, and will expire after 60 days.

I hereby agree that I would like to partake in this trial, free of charge, with no obligation. Yes No

Options applicable after the 2 months free promotional offer expires:

Option 1: Upon expiry of the trial period, my selection, as set out in section 4.2, will come into effect.

Should you not have made a selection in 4.2, our sales team will make every effort in contacting you to assist you with your application for a billable service. Please select either option 2 or option 3 below that will be applicable if the sales team is **not** able to contact you.

Option 2: Please migrate me to the cheapest offer of 2Mbps with 20GB soft-capped broadband after the 2-month free promotional trial has expired. I understand that I will be able to upgrade this offer by calling 0800 111 250 after the service has been migrated.

Option 3: I am not interested in taking up a broadband service, so please terminate the broadband service once the 2-month free promotional trial has expired. I understand that by choosing this option that, should I wish to take up the service at a later stage, I will have to reapply for a broadband service once the 2-month free promotional trial is terminated.

Please tick which option you prefer: Option 1 Option 2 Option 3

(Should you not select an option, please note the default option will be option 3)

Full name Signature Date

4.2. Broadband offers

Telkom Internet terms and conditions, as referred to in points 7 and 8 in section 7.2 (the Agreement).

How many lines do you require?

Please select an offer (refer to product brochure for prices):

Speed	SoftCap	Uncapped	Broadband Standalone	24 Months*	Month-to-month	Entertainment Bolt-on (ShowMax)**
2Mbps	<input type="text" value="20GB"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4Mbps	<input type="text" value="40GB"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10Mbps	<input type="text" value="100GB"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
20Mbps	<input type="text" value="100GB"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
40Mbps	<input type="text" value="200GB"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
100Mbps	<input type="text" value="200GB"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
100Mbps	<input type="text" value="400GB"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

I do not want a broadband offer after the free promotional trial has expired

*Includes a free modem.

**Excludes subscription fees, and Acceptable Use Policy applies.

It is important to note that your service installation cost is paid by the HOA.

Do you have an existing Telkom Internet service that must be migrated to this bundle? Yes No

If yes, what is your current Telkom Internet username or account no.?

If no, what would be your preferred email address? @telkomsa.net

4.3. Voice

Existing Telkom retail customers' DSL services will be migrated to fibre voice. Should you wish to order an extra calling plan, please select one. The following optional calling plans are available:

Evening and Weekend Anytime Plus Anytime Extra Unlimited

5. DStv RF Overlay solution

This section only applies to estates that purchased the DStv RF Overlay solution. If your estate did not purchase this solution, please ignore this section.

Would you like to purchase the DStv RF Overlay solution (if applicable to your estate)? Yes No

6. Banking details (debit order compulsory)

Please debit my account in favour of Telkom SA SOC Ltd with my amount due each month, up to the limit specified below.

Bank Branch name Branch code

Accountholder name Account no.

Account type Cheque Transmission Savings

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

Should any debit order be returned 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.

Email address for monthly invoice

Full name Signature Date

7. Terms and conditions

7.1. Product-specific terms and conditions

1. To participate in this service, which includes a 2-month, no-obligation, 100Mbps, 200GB promotional trial, free of charge, you must be a resident in this estate.
2. Access to the resident's home via point-of-entry sleeves must be made available at the resident's own cost.
3. Should you, at any time after the activation of your selected product, wish to upgrade or downgrade, you may do so by calling our service desk on 0800 111 250 and select option 3. Any amendments to the service shall however be subject to Telkom's standard terms and conditions.

7.1. Product-specific terms and conditions (continued)

- The free promotional bundle will expire after two months from the date of service installation.
- Upon the expiry of the 60-day trial period, the customer will be migrated to the product(s) selected in section 4.2 of this application form. Should the customer elect to upgrade or downgrade the selected service at that time or at any time thereafter, he/she may contact and notify Telkom on 0800 111 250, option 3, and express the revised requirement.
- For the promotional offer, eligible participants will be limited to a maximum download speed of up to 100Mbps and a maximum usage of 200GB per calendar month. Unused data from one month will not be carried over to the month thereafter. Should you have consumed your free 200GB Telkom Internet data, you can top up your data at <http://www.telkomsa.net/>. PLEASE NOTE that this will be for your own costs.
- Should you relocate to a new location within the same estate during the promotional period, you will have the option to continue with the promotional offer by requesting Telkom to make the necessary arrangements by calling 0800 111 250, option 3, provided that the required infrastructure is available.
- Should the customer request outdoor transfer of the service(s), as selected in section 4.2, to a premises within the same estate, the remainder of the rental period of this agreement remains in force and effect. Should the customer however request an outdoor transfer of the service(s), as selected in section 4.2, to a premises not in the estate, such a request will be regarded as a request for termination of the agreement, in which case an early-termination charge as set out in condition 11 of this section will apply.
- You have the right to opt out of the trial at any time without liability, by notifying Telkom by calling 0800 111 250, option 3.
- Telkom reserves the right to change the trial dates or terminate the trial at any time, subject to seven business days' notice, via email or by calling you at the contact number provided.
- Should this agreement for whatever reason other than as a result of a breach of Telkom, in respect of any of the service(s) set out in section 4.2, prior to the agreement term of twenty four (24) months, the customer shall be obliged to pay, on Telkom's demand, the costs associated with the Telkom-provided modem/router, which amount shall be due and payable upon rendering of an account by Telkom of the 24-month term as selected in section 4.2, the customer shall be liable for an early termination charge for the recovery of the provided modem/router.
- The fibre equipment remains the property of Telkom and remains in the dwelling, except for the WiFi modem/router that will be recovered should the resident decide not to continue with the service trial or selected service.
- Should you have an existing voice line and you've entered the service voice line in this application form, the line will be migrated to fibre voice.
- The free trial offer consists of the 100Mbps broadband service with 200GB Telkom Internet data provided via an active port with an associated port fee.
- No other installed customer services form part of the free trial, and such services remain subject to billing and payment at their applicable tariffs up to the maximum debit-order limit specified in section 6.

7.2. Agreement

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

- If acting in a representative capacity, that I am duly and fully authorised to do so. I hereby personally indemnify and hold Telkom harmless for any damages suffered by it, should it at any stage appear that I'm not authorised.
- Where an in-community-of-property marital contract applies, I hereby declare that I have obtained my spouse's written consent, attested by two witnesses, and that I have the requisite authority and legal capacity to apply for a service and enter into an agreement pursuant to the approval of this application by Telkom.
- The information supplied herein with regard to me and the applicant is complete, true and correct as at date of signature or electronic processing hereof.
- 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:
 - my agreement via tick box and submission of the online application form; or
 - 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:

- Telkom's standard terms and conditions for the provisioning of electronic communication services and products (fixed-line services and products), available at <http://www.telkom.co.za/general/termsandconditions>.
- 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 (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. I hereby consent to Telkom credit-vetting this application.
- Telkom Internet terms and conditions available at http://www.telkom.co.za/about_us/download/telkominternet_termsandconditions.pdf
- Telkom Internet Acceptable Use Policy available at http://www.telkom.co.za/about_us/download/telkominternetacceptableusepolicy.pdf

All these terms and conditions are available online and will be made available to me in printed versions 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: Printed Emailed

Email address

Full name Signature Date

7.3. Additional applicable information

- After submitting your application form with all supporting documentation and your application is successfully processed, you will be contacted for an installation appointment.
- The Telkom representative will perform the following activities at your premises:
 - Install the fibre and related Telkom network devices;
 - Set up the contracted services on the Telkom router; and
 - Provide you with your service number (e.g. B310083081) and the contact details of the Telkom Lifestyle Service Desk. Please retain this number, as you will be required to produce it for future correspondence with Telkom.

8. For office use only

Sales channel name Agent name

Agent sal. ref.

Signature Date

