

Sales consultant to complete:

Order no. Account no.

Dealer code

Agent name Agent ID/salary no.

RICA information Customer representative as RICA agent ☐ RICA by sales agent ☐

RICA on delivery ☐

Supporting documentation

- Proof of identification (copy of SA ID or passport)
+ permit for the passport of accountholder
- Copy of proof of residence (utility bill not older than three months)
- Proof of company residence
- Business registration documentation

Sections to complete

Existing ☐ Sections: 1, 3, 4, 5

Business ☐ Sections: 1, 2, 3, 4, 5, 6

Change of ownership ☐ Sections: 1, 2, 3, 4, 5, 6

Self-pay ☐ Sections: 1, 3, 4, 5, 6

1. Business details

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

Account no.

Business type

Pty (Ltd) ☐ CC ☐ Partnership ☐ Ltd ☐ Public co. ☐ Sole proprietor ☐ Government ☐ Other ☐ Please specify

Business name

Company registration/Identity/Passport no. VAT no.

Trade name No. of employees*

Industry* No. of branches/sites*

*Mandatory fields

2. Directors/Members

Name and surname SA citizen Yes ☐ No ☐

ID no. ☐ Passport no. ☐ Type of permit/visa

Passport expiry date

Name and surname SA citizen Yes ☐ No ☐

ID no. ☐ Passport no. ☐ Type of permit/visa

Passport expiry date

3. Applicant's details

Title Name Surname Initials

SA citizen Yes ☐ No ☐ ID no. ☐ Passport no. ☐

Passport expiry date Type of permit/visa Date of birth

Gender M ☐ F ☐

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

Alternative contact person Name and surname Contact no.

4. Payment details (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

Accountholder name Account no.

Type of account Cheque ☐ Transmission ☐ Savings ☐

Debit-order maximum amount 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

5. 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) Date

6. Billing and contact information

Invoice care of Name on invoice
Cost centre Contact person's name and surname
Home no. Office no. Mobile no.*
Fax no. Email address*
How do you want to receive your invoice? Email (compulsory for all broadband services) ☐ Post (additional charges may apply) ☐
Physical address* Unit/Stand/Street name and no.
Suburb City Postal code
Postal address* Same as above ☐ PO Box/P bag City Postal code
Delivery address Unit/Stand/Street name and no.
Suburb City Postal code
Installation address* Same as physical address ☐ Unit/Stand/Street name and no.
Suburb City Postal code
Billing address* Unit/Stand/Street name and no.
Suburb City Postal code

*Mandatory fields

7. Services

A. Fixed-line and converged solutions

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 standalone

Calling plan (voice service) Calling plan required
Telkom Broadband service Yes ☐ No ☐ Contract period
Technology Speed Fast ☐ Faster ☐ Fastest ☐ Elite ☐ Elite + ☐ Delux 100* ☐
Other ☐ Description required

*Delux 100 is not available on DSL.

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
Virtual number

Converged bundles

Bundle description	Technology	Contract period
Bundle required	DSL/Fibre/LTE/3G	Monthly/24 Months
Bundle required	DSL/Fibre/LTE/3G	Monthly/24 Months
Bundle required	DSL/Fibre/LTE/3G	Monthly/24 Months

B. Mobile and converged solutions

Package/deal ID*	Device make/model*	Itemised billing*	Additional value-added services	Contract period
		Yes ☐ No ☐	VAS required (i.e. additional bundles)	Monthly/24 Months
		Yes ☐ No ☐	VAS required (i.e. additional bundles)	Monthly/24 Months
		Yes ☐ No ☐	VAS required (i.e. additional bundles)	Monthly/24 Months

Total/average monthly cost* R Split bill code (based on exclusions) Split bill allowance R

Split bill deal has been explained to me Yes ☐ No ☐

*Mandatory field, if no quote is done.

Insurance Yes ☐ No ☐ Band Monthly premium R

Telkom SA SOC Ltd is an authorised Financial Service Provider, FSP number: 46037, underwritten by Mutual & Federal Risk Finance Ltd, a member of the Old Mutual Group. I/We have purchased the Telkom Cellular Insurance and hereby declare that it was done on a non-advice basis. Non-advice in respect of 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 of Telkom Cellular Insurance. Telkom Cellular Representative presented the benefits and features of Telkom Cellular Insurance, which allowed me to make an informed decision of my/our own.

Full name Authorised 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:

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

Authorised signature Date

8. Agreement

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

- 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.
- The information supplied herein with regard to me and the Applicant is complete, true and correct as at date of signature/electronic processing hereof.
- Electronic processing of the transaction (telephonically or via internet portal) will be binding on me 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 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 www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/; and/or
2. Telkom's mobile subscriber terms and conditions (mobile services and products) available at 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 (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.

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.

Copy of the terms and conditions? Yes ☐ No ☐ Print hard copy Yes ☐ No ☐

Email soft copy to

Full name Signature Date

9. RICA person(s)

Name and surname

SA citizen Yes ☐ No ☐ ID no. ☐ Passport no. ☐

Type of permit/visa Passport expiry date

Physical address Unit/Stand/Street name and no.

Suburb City Postal code

Mobile no.

Name and surname

SA citizen Yes ☐ No ☐ ID no. ☐ Passport no. ☐

Type of permit/visa Passport expiry date

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