

### Agent to complete:

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

### Supporting documentation (new customer)

- 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

### Supporting documentation (existing fixed/mobile customer)

- Proof of identification: Copy of SA ID or passport (including work permit)

### Sections to complete

New application: 1, 2, 3, 5A or 5B, 6  
 Change of ownership: 1, 2, 3, 4, 5A, 5B, 6  
 Porting: 1, 2, 3, 5A, 5B, 6

## 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 ☐ ID no.  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/Street name and no.

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) ☐

## 2. Employment details

Name of your employer  Occupation

Employer's address

Suburb  City  Postal code

Employer's contact no.

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

Household 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)  Date

#### 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 standalone

Calling plan (voice service)  Calling plan required

Telkom Broadband service Yes ☐ No ☐ Contract period  (Cancellation within six months may be subject to payment of a reasonable setup cancellation fee)

Technology  Speed ☐ Lite\* ☐ Fast ☐ Faster ☐ Faster + ☐ Fastest ☐ Elite ☐ Elite + ☐ Fibre 100\* ☐

Other ☐  Description required

\* Lite is not available on Fibre. Fibre 100 is not available on DSL.

(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; or 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

##### Converged bundles

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

##### B. Mobile products

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 (i.e. additional bundles)	24 Months
<input type="text"/>	<input type="text"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	VAS required (i.e. additional bundles)	24 Months
<input type="text"/>	<input type="text"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	VAS required (i.e. additional bundles)	24 Months

Insurance Yes ☐ No ☐ Band  Monthly premium  R Corporate preferential deal/self-pay Yes ☐ No ☐

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  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 a 081/061 Telkom mobile 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 reasonable 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, being 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 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 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 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/](http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/)
2. Telkom's mobile subscriber terms and conditions (mobile services and products) available at [www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/](http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/)
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](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. 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.

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 ☐