

# Ordering a TalkPlus service

## Important information

- Please use a black pen - this form will be faxed.

### Before you submit this form ...

- we need a copy of your ID document or proof of your identification if you are a sole proprietor or partner in a partnership;
- please complete this form with your new details if you have changed your occupation, address, bank details or the name of your business;
- please bear in mind that the installation cost of a new telephone service is payable in advance;
- under certain conditions, remember that Telkom may levy a deposit;
- please read the conditions of service given overleaf; and
- please phone 10219 (free of charge) for more information or contact your nearest Telkom customer service branch.

We will contact you as soon as possible if we need to tell you anything or need more information from you.

## A. About you

### Which title do you use?

- The Hon     Rev     Prof     Dr  
 Mr     Mrs     Miss     Ms

### Your surname and initials

### Your ID number

### The name of your business (if applicable)

### The address where TalkPlus will be installed/activated

Room number/building/farm	
Street number and name	
Suburb	
City/town	Postal code

### Is the postal address the same as the above address?

- Yes     No

### If not, please furnish the postal address

Postbox/Private Bag	
Room number/building/farm	
Street number and name	
Suburb	
City/town	Postal code

### Telephone number on which the TalkPlus service will be used

### Your contact number during office hours

### Your contact number after office hours

### Your Telkom account number (consult your Telkom invoice)

Telkom SA Limited  
Regno 91/05476/06

About you continues...



**Telkom** TalkPlus

**About you (continued)**

**Date on which TalkPlus service is required**

Y | Y | Y | Y | M | M | D | D

**Please indicate with an "X":**

- I do have the right type of telephone (DTMF) for TalkPlus (Please consult the TalkPlus brochure).
- I need Telkom to exchange my telephone (at a cost).
- I will exchange my telephone at a customer service branch (at a cost).

**B. Your requirements for the TalkPlus service**

Please indicate with an "X" the service(s) you require and furnish additional information, where necessary:

- Call Answer**
- IdentiCall**
  - I need an IdentiCall Display Unit to display the telephone number of the person calling.
  - I have the correct telephone adaptors/converters for IdentiCall.\*
  - I want Telkom to debit my telephone account with the full amount.
  - I want Telkom to debit my telephone account in 12 equal installments.
  - I will pay cash on receipt of the unit with adaptors/converters if necessary, home deliveries excluded.

\*Please refer to the equipment guide available at all customer service branches.

- ForwardCall**
- WaitingCall**
- ConferenceCall**
- UrgentCall**
- SpeedCall**
- Direct-a-Call**

**What is the name of the city or town where you would like to have a distant telephone number?**

(You will receive a separate account for this distant telephone number)

\_\_\_\_\_

- BlockCall**
  - Telkom-controlled BlockCall
  - Customer-controlled BlockCall
- CallCatcher** (Package consisting of Call Answer, IdentiCall and WaitingCall)

**Note:** The IdentiCall criteria above must also be completed when applying for the CallCatcher package.

**C. Your signature**

I confirm that ...

- I have read, understood and accept the conditions given on this form;
- the required service(s) will be subject to Telkom's standard conditions of contract, as amended from time to time;
- the details I have given on this form are true and complete; and
- I authorise Telkom to debit the above account.

**Signature of customer**

\_\_\_\_\_

**Date**

Y | Y | Y | Y | M | M | D | D

**Name of signatory in BLOCK LETTERS**

\_\_\_\_\_

Your Signature continues

**Your signature (continued)**

**TalkPlus**

If you are under 21 years old, your legal guardian must also sign this order.

**Your guardian's ID number.**

\_\_\_\_\_

**Name of guardian in BLOCK LETTERS**

\_\_\_\_\_

**Your guardian's signature**

\_\_\_\_\_

**Date**

Y | Y | Y | Y | M | M | D | D

End of this order

**D. For office use only**

Name
Salary ref
Contact number
Section code
Checked by (coordinator only)

**Conditions**

**I/we accept and understand that**

- a. the service will be subject to the provisions of Telecommunications Act 103 of 1996, Telkom's license conditions and the standard conditions of contract of Telkom SA Limited (Telkom), as amended from time to time (A copy of these conditions is available at any Telkom customer service branch);
- b. interest is payable on late payments from date of issue of the telephone invoice up to and including the date of payment thereof, compounded monthly, at a rate as determined by Telkom from time to time;
- c. one month's written notice of discontinuance of service is required;
- d. I/we shall, from the date of installation, be liable for the cost of the telephone instrument(s) in the event of loss or damage thereof;
- e. the transfer of service can only be arranged if no other deferred orders with stronger claims to service are recorded for the particular neighbourhood;
- f. in instances where a deposit is held, the balance, if any, will be refunded to the outgoing customer after deduction of any outstanding debt arising from the use of the telecommunication service concerned;
- g. should I/we fail to pay my/our account I/we shall be liable for any resultant collection, tracing and/or legal fees;
- h. Telkom will be entitled to verify the information contained on my/our order form and generally make enquiries if deemed necessary. Telkom will also be entitled to furnish any information regarding my/our account with Telkom and my/our compliance with these conditions to any credit bureau;
- i. I/we hereby indemnify Telkom against any damage, claims or cost that may result from the work being done in connection with the installation and/or removal of the service; and
- i. I/we agree that the aforementioned physical address shall be my/our domicilium citandi et executandi for any legal proceedings.