

DEBIT ORDER

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Payment of telephone account by debit order

You can now pay your telephone account every month by debit order without the inconvenience of looking for a parking space or standing in a queue.

Just complete the application form overleaf or apply telephonically to your nearest Telkom client service branch, regional or area office. Please consult your telephone account for address particulars or telephone numbers to dial. We will take care of the rest.

What about abnormally high amounts?

A maximum amount which you will determine has been incorporated in the system to prevent higher amounts being withdrawn from your bank account. You will still receive a telephone account every month which will indicate the debit order amount as a credit and the balance due if the limit has been exceeded. To avoid additional cash payments you are requested to determine a realistic limit.

In the case of rate adjustments Telkom reserves the right to increase the limit amount with the percentage increase so that the amount remains realistic.

Telkom undertakes to inform you telephonically at the prescribed rate should the bank disallow a payment or if an outstanding balance is not redeemed in time as a result of the limit having been exceeded.

Telkom should be notified of any account queries immediately after receipt of your account, to investigate your enquiry before your bank account is being debited.

What will it cost?

You are only liable for the service fee, if any, levied by your bank or building society for using the debit order facility.

Debit order payments are limited to telephone accounts only at this stage but payment of other telecommunications accounts by debit order is being considered.

Betaling van telefoonrekening per debietorder

U kan nou u telefoonrekening maandeliks per debietorder betaal sonder enige ongerief van parkering soek of om in 'n tou te staan.

Vul net die aansoekvorm op die keersy in, of doen telefonies aansoek by jou naaste Telkom-kliëntediensstak, -streek- of -arekantoor. Raadpleeg asseblief jou telefoonrekening vir adresbesonderhede of die telefoonnommer om te skakel. Ons sal vir die res sorg.

Wat van abnormale hoë bedrae?

'n Maksimum bedrag wat u self bepaal is in die stelsel ingebou om te verhoed dat hoër bedrae uit u bankrekening onttrek word. U sal steeds elke maand 'n telefoonrekening ontvang wat die debietorderbedrag as 'n krediet sal aantoon asook 'n verskuldigde balans indien die limiet dalk oorskry is. Om bykomende kontantbetalings te vermy, word u versoek om 'n realistiese limietbedrag vas te stel.

In die geval van tariefaanpassings behou Telkom hom die reg voor om die limietbedrag met dieselfde persentasie te verhoog sodat die bedrag realisties bly.

Telkom ondemeem om u teen die voorgeskrewe tarief telefonies in te lig indien die bank 'n betaling sou weier of as 'n uitstaande balans as gevolg van die oorskryding van die limietbedrag, nie betyds vereffen word nie.

U moet enige rekeningnavrae onmiddellik by ontvangs van u rekening onder Telkom se aandag bring om ons genoeg tyd toe te laat om u navrae te ondersoek voordat 'n debiet teen u bankrekening gehel word.

Wat gaan dit my kos?

U is slegs aanspreeklik vir diensgeld, indien enige, wat deur u bank of bouvereniging gehel word om van die debietorderfasiliteit gebruik te maak.

Debietorderbetalings is op hierdie stadium slegs tot telefoonrekeninge beperk maar die betaling van ander telekommunikasie-rekeninge deur middel van debietorders, word oorweeg.

