

Agent to complete:

Agent name Account no.
 Order no.
 System customer ID

Supporting documentation

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

1. Customer details

Title Surname First names
 Contact details Home no. Office no. Mobile no.
 Email address
 Relocate address Unit/Stand/Street name and no.
 Suburb City Postal code
 Telkom service no. to be renewed
 How do you want to receive your invoice? Email (Compulsory for all broadband services) Post (Additional charges may apply)

2. Renewal/Changes required

A. 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

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.

B. Fixed-line and converged products

Fixed standalone

Calling plan (voice service) Calling plan required
 Telkom Broadband service Yes No Contract period Monthly/24 Months
 Technology Fibre/DSL 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
 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

3. 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 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:

- 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/.
- Telkom mobile subscriber terms and conditions (mobile services and products) available at www.telkom.co.za/sites/aboutus/regulatory/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.

Full name Signature Date

4. 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