

Telkom Broadband Order Form

Customer Status

Are you a 3rd party ordering on behalf of an end user? Yes No

Customer Details

Are you a:

Home Customer or Business Customer

* Contact Person (Title | Initials | Surname) :

* ID/Passport Number :

* Type of Establishment :

Building Name and Number :

* Street Name and Number :

* Suburb :

* Town : * Postal Code :

* PO Box :

* Suburb :

* Town : * Postal Code :

* Please specify at least one contact number :

Work Telephone Number :

Cellular Phone Number :

Home Telephone Number :

* Denotes compulsory fields



Product Details

1. Please select the Broadband product you would like to apply for:

Do Level 1

Do Level 2

Do Level 3

Do Level 1 Closer

Do Level 2 Closer

Do Level 3 Closer

2. Please indicate if you would prefer to do the installation yourself.
Save on the installation fee by selecting the Self Installation Option:

Yes

No

3. Are you interested in signing a 24 month contract with Telkom
in order to qualify for a free modem:

Yes

No

Line Information

Specify the tel number on which you require Broadband access :

I need to order a phone line

Choose your Broadband modem

Subject to availability of stock

USB

WiFi *

* Broadband customers receive a free WiFi modem with Ethernet ports.
Please indicate if you prefer the USB modem.

Computer Details

A PC must meet the following minimum requirements to be able to run the Telkom Broadband software.

Item	Minimum Requirements		
Operating System	Service Packs	Processor Speed	Physical Memory (RAM)
Windows 98		Pentium I - 200Mhz	64MB
Windows ME		Pentium I - 200Mhz	64MB
Windows NT4	Service Pack 6	Pentium II - 300Mhz	128MB
Windows 2000		Pentium II - 300Mhz	128MB
Storage	100MB		
External Storage	CD-ROM Drive		
Network Adaptor	Ethernet 802.3 (UTP) or USB Port.		



Terms and Conditions

The provision of Telkom's Broadband Bundled access service is subject to Telkom's standard terms and conditions, available on this website and at all Telkom's Customer Service Branches as well as Telkom's standard Broadband terms and conditions, the acceptable user policy and the terms and conditions applicable to the Free modem 24-month bundle offering available on this website under terms and conditions. Telkom accepts no liability for any loss or damages to the property or equipment of the customer arising out of the provision, installation or maintenance of Telkom's Broadband access service. Telkom cannot guarantee the provision of the requested service upon the receipt of a telephonic or electronic order. You will be formally notified after receipt of an official telephonic or electronic order on whether or not the Broadband access service can be provided. The provision of Telkom's Broadband access service is subject to network availability, distance, copper quality and line sync speed limitations. Telkom would therefore advise you not to purchase an Broadband modem or upgrade your PC prior to confirmation that service can be provided.

The Bundled offering is subject to a 24 month agreement whereby you will be penalised should you terminate your subscription before the period of 24 months has lapsed as per the terms and conditions available on this website, www.telkom.co.za/adsl/terms1.jsp

If you are a 3rd party ordering the service on behalf of someone else, please fax a letter of authority giving you the authority to order the service on behalf of the primary party, together with your Identity document with this order form.

Broadband line sync profiles

Broadband Up to 384kbps

Down stream: min 256kbps; max 384kbps

Up stream: min 64kbps; max 128kbps

Broadband Up to 512kbps

Down stream: min 416kbps; max 512kbps

Up stream: min 192kbps; max 256kbps

Broadband Up to 4096Kbps

Primary profile

Down stream: min 640kbps; max 4096kbps

Up stream: min 256kbps; max 384kbps

The Broadband Up to 4096kbps service has 4 sub-profiles, which are used to stabilize customers' service that experience re-synchs (service interruptions) on their Broadband lines due to last mile distance, noise and attenuation. Therefore customers that experience problems on the service may be accommodated on any of the secondary profiles below:

Secondary profile

A. min sync rate: 640kbps; max sync rate: 4096kbps

B. min sync rate: 640kbps; max sync rate: 3072kbps

C. min sync rate: 640kbps; max sync rate: 2048kbps

D. min sync rate: 640kbps; max sync rate: 1024kbps

What the above entails is that if a customer does not sync at the profile listed in A above they will be accommodated on B, C or D depending on the line sync speed.

I confirm that...

I have read, understood and accepted the conditions on this form, and that the details I have given on this form are correct and complete.

Your Signature

Date



End of this order

For office use only	
Date received:	Telkom reference:
Region in which customer falls:	Customer number:
Order number:	
Sales representative:	Name:
Salary ref:	
Telkom Direct Branch:	
Direct Branch agent username:	

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