

# Ordering CyberTrade via Dial-Up Access

## You can use this form to...

- Order a CyberTrade service.  
*Complete Sections A, B, C and D;*
- Change your personal or business' details. *Complete Sections A, B and D. Complete the order form with your new details.*

**\* Select the transaction you require and complete the sections stipulated next to your selection.**

**\* Fax to the CyberTrade activation centre on 0860 10 50 60 and include a copy of your ID/Company registration documentation.**

## Use these numbers for enquiries...

- Account enquiries

0	8	0	0	2	0	0	8	9	1
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- Call Centre

0	8	0	0	5	7	8	5	7	8
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Section A follows...

04052004/A/wal

Telkom SA Ltd. Reg no 1991/005476/06



**Telkom** *Business*

## A. Details about customer or the business.

Complete sub-sections (a) to (d) below as applicable.

### (a) Are you or is the business a Telkom or CyberTrade customer now?

If yes, what is your account number?

No  Yes  Telkom   
CyberTrade

### (b) Business customers only (entity responsible for the account)

Name of your business   
Type of business   
Your VAT reg. no   
Your business' reg. no

### (c) Key person in the business

We need the information for contact purposes. In the case of a business, a key person is a sole proprietor, partner, trustee or prominent member of a closed corporation or an employee of a company.

#### Which title do you use?

The Hon  Rev  Prof  Dr  Mr  Mrs  Ms

Initials and surname

Your ID number

Your contact numbers - Please give us telephone numbers where we can contact you or leave a message

- contact person's name
- number during business hours
- after hours.
- fax number.

### (d) Sole proprietor, partner or trust customers

Your spouse, partner or trustee's name

Your spouse, partner or trustee's ID number

## B. Your addresses.

Your current e-mail address

Your postal address

Suburb

City/town

Postal code

Registered address of your business

Room no, building/farm

Street no & name

Suburb

City/town

Postcode

## C. Ordering a CyberTrade service.

CyberTrade dial-up access (place an X through the block next to the service required)

The following packages are subject to per minute charges

(over and above usage on your telephone/ISDN line):

Standard time		R0.23/min
CyberSave time		R0.11/min

Package details

Service Monthly fee  
Excluding VAT

Package details	Service	Monthly fee Excluding VAT
<b>A N A L O G U E</b> CyberTrade with e-mail and 4 aliases and 24-hour toll free support	Pay as U go	R 15.70
	First 10 hours access inclusive	R 56.40
	First 25 hours access inclusive	R 112.77
CyberTrade & Internet with e-mail & 4 aliases and 24-hour toll free support	Pay as U go	R 41.70
	First 10 hours access inclusive	R 90.23
	First 25 hours access inclusive	R 157.73
<b>I S D N 6 4</b> CyberTrade with e-mail and 4 aliases and 24-hour toll free support	Pay as U go	R 174.37
	First 10 hours access inclusive	R 215.06
	First 25 hours access inclusive	R 430.33
CyberTrade & Internet with e-mail & 4 aliases and 24-hour toll free support	Pay as U go	R 205.57
	First 10 hours access inclusive	R 248.86
	First 25 hours access inclusive	R 474.84
<b>I S D N 1 2 8</b> CyberTrade with e-mail & 4 aliases and 24-hour toll free support	Pay as U go	R 348.73
	First 10 hours access inclusive	R 430.02
	First 25 hours access inclusive	R 860.45
CyberTrade & Internet with e-mail & 4 aliases and 24-hour toll free support	Pay as U go	R 411.13
	First 10 hours access inclusive	R 497.73
	First 25 hours access inclusive	R 949.89

**A once-off registration set-up fee of R65.21, per user, will be levied upon registration.**

You will be given one e-mail address and 4 alias addresses at the cybertrade.co.za domain.

Complete your choice of one e-mail address (this will also serve as your login name) and 4 alias addresses.

1	
2	
3	
4	
5	

You have the choice of creating your own password or the system will generate one for you.

Your password must be between six and eight letters, alphanumeric and must consist of a minimum of two numbers: an example is "abc123".

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**Access service charges will be billed separately and are not included in the CyberTrade port charge**

**For approval and service activation please fax back to 0860 10 50 60, including a copy of your ID/Company registration documentation**

**CyberTrade 24-hour support centre 0800 578 578 or [support@cybertrade.co.za](mailto:support@cybertrade.co.za)**

## D. Agreement (Your signature).

### I/we accept and understand that...

- a) The service will be subject to the provisions of Telecommunications Act 103 of 1996 and standard conditions of contract, as amended from time to time (a copy of these conditions is available at any Telkom service branch);
- b) All dedicated access products like CyberTrade Port Services are subject to a minimum 1 year agreement. Thereafter the agreement can be terminated by giving one (1) calendar months written notice;
- c) if I/we use the service(s) for the provision of a Private Telecommunication Network (PTN) or Value Added Network Service (VANS), I/we understand and accept that it may not be used for the provision of a telecommunication service other than in accordance with the terms and conditions of any licence issued to me/us by the Regulatory Authority under the Act, and in providing such licensed telecommunication service(s) as mentioned, shall not use it:
- d) CyberTrade will be entitled to verify the information contained on my/our order form and generally make enquiries if deemed necessary. CyberTrade 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) to provide a PTN (as defined in the Act) to third parties or PTN facilities to any of my/our customers, whether to a single customer or in shared mode to more than one customer;
- (ii) to resell spare capacity thereon or cede or assign its rights to use such facilities or otherwise part with control thereof or sublet the facilities to my/our customers in any manner or form, until a date to be fixed by the Minister of Communications by notice in the Gazette as set out in sections 40 and 41 of the Act;
- (iii) as part of a telecommunication network on which Public Switched Telecommunication Services as defined in TELKOM's PSTS licence are provided to my/our customers;
- (iv) to carry voice in any form on behalf of any third party or any of my/our customers until a date to be fixed by the Minister of Communications by notice in the Gazette;
- (v) to allow any telecommunication to bypass TELKOM's Public Switched Telecommunication Network (PSTN) as envisaged in Section 41 (7) of the Act;
- e) Telkom undertakes to take all reasonable precautions in connection with the installation and that may maintenance of the service but shall not be liable for any damage whatsoever to people or property that may arise from the installation, maintenance, use or removal of the telephone service;
- f) I/we agree that the aforementioned physical address shall be my/our domicilium citandi et executandi;
- g) CyberTrade may terminate this agreement immediately if I/we fail to comply with any of these conditions or in the event of notice of the intention to surrender, sequesterate my/our estate or in the event of my/our death;
- h) I/we shall not assign or cede this agreement or any rights hereunder;
- i) The features and availability of some products and services could be restricted by either the inherent characteristics of the product or the availability of the supporting technology in my/our area; and
- j) CyberTrade reserves the right to disconnect any user performing illegal activities on the network. Pornography, threat of violence, fraud and other such activities will result in prosecution in a court of law.
- k) All equipment remains the property of Telkom, and any damages would be charged to the customers account;
- l) The charges for the Diginet access link will be subject to adjustment on the 1<sup>st</sup> of January of each year based on the percentage change in the year on year (December on December) Consumer Price Index (CPI) as published by Statistics South Africa PO141.1 Metropolitan areas : Core Inflation – or if the publication of such index is discontinued the most similar Index as compiled and published monthly by Statistics South Africa in a statistical news release or anybody authorised in its stead, in terms of the Statistics Act 1976, as amended, (or any statutory placing in such Act).
- m) I/we will make available two (2) 220V power points for the equipment.
- n) I/We will provide a power for the equipment for the duration of the agreement.

» Detach and retain for your reference:

- the abridged standard terms and conditions of Telkom; and
- the 'Product range and service specification' given below.

### Customer's Signature

Date

D	D	M	M	Y	Y		
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End of this order.

### Office use only

Order no	Cust. Acc. no
Archive ref	Sales rep
Sales area	Sales ref

