

Agent to complete:

Apply for

Service required

Agent name Campaign name

Order no. Account no.

System customer ID

Supporting documentation (new customer)

- Proof of identification: Copy of SA ID or passport (including work permit)
- Copy of your most recent payslip and three months' bank statements
- Copy of proof of residence (utility bill not older than three months)
- For porting purposes, account number at donor/existing service provider required

Supporting documentation (existing fixed/mobile customer)

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

Sections to complete

New application Sections: 1, 2, 3, 5A or 5B, 6

Change of ownership Sections: 1, 2, 3, 4, 5A, 5B, 6

Porting Sections: 1, 2, 3, 5C, 6

Upsell Sections: 1, 2, 3, 5A, 5B, 6

1. Customer details

Are you an existing customer? If yes, what is your existing number?

Have you checked your coverage?

Title Surname First names

SA citizen Gender ID no.

Passport no. Passport expiry date

Contact details Home no. Office no.

Mobile no. Alternate Mobile no.

Email address

Physical address Unit/Stand/Street name and no.

Erf Suburb City Postal code

Postal address Same as above PO Box/P Bag Suburb/City Postal code

Delivery address Unit/Stand/Street name and no.

Erf Suburb City Postal code

How do you want to receive your invoice? (Compulsory for all broadband services) (Additional charges may apply)

2. Employment details

Company name Company's contact no.

Company address

Suburb City Postal code

Gross income p/m* Net income p/m*

Total expenses p/m* Household income p/m*

3. Payment details (debit order compulsory)

Please debit my account in favour of Telkom SA SOC Ltd with my total amount due each month.

Bank Branch name Branch code

Account holder name Account no.

Type of account

Debit order maximum amount # Debit dates

Should any debit orders be returned unpaid on the due date, you will be liable for a debit order rejection fee. In addition, Telkom and/or its authorised debt collection agencies will also have the right to make use of NAEDO to collect the arrears amount, and you will also be liable for these collection costs.

Full name Signature Date

4. Change of ownership (existing owner's details)

Number(s) to be changed &

Change of ownership date

Initials and surname ID no.

Contact details Home no. (new) Office no.

Mobile no. Alternate mobile no.

Final invoice Email Email address

Final invoice Post Postal address

Suburb City Postal code

Signature (existing owner) _____ Date

5. Your order/services required

A. Broadband

Technology type DSL Fibre LTE 3G When do you require your service?

How many lines do you require? Do you want to use your existing line? Y N

If yes, what is the service number?

Service provider of existing service

Your preferred service provider Openserve 3rd party Which service provider?

| Deal ID | Deal description | Additional value-added services | Contract period | | |
|----------------------|----------------------|--|-----------------|-----------------|-----------------|
| <input type="text"/> | <input type="text"/> | VAS required (i.e. additional bundles) | MtM | 12 ^a | 24 ^a |
| <input type="text"/> | <input type="text"/> | VAS required (i.e. additional bundles) | MtM | 12 ^a | 24 ^a |
| <input type="text"/> | <input type="text"/> | VAS required (i.e. additional bundles) | MtM | 12 ^a | 24 ^a |

Internet plan Internet plan required

(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; You may have reached your Telkom Internet SoftCap)

Self-install (no technician dispatch) Y N (installation charges applicable for month to month contracts)

Device insurance Y N Band Monthly premium R

Telkom SA SOC Ltd is an authorised Financial Services 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 to 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 to Telkom Cellular Insurance. A Telkom Cellular Representative presented the benefits and features of Telkom Cellular Insurance which allowed me to make an informed decision of my/our own.

Full name _____ Signature _____ Date

B. Voice

Technology type Fixed Mobile When do you require your service?

How many lines do you require? Do you want to use your existing line? Y N

If yes, what is the service number?

Service provider of existing service

| Deal ID | Deal description | Additional value-added services | Contract period | | |
|----------------------|----------------------|--|-----------------|-----------------|-----------------|
| <input type="text"/> | <input type="text"/> | VAS required (i.e. additional bundles) | MtM | 12 ^a | 24 ^a |
| <input type="text"/> | <input type="text"/> | VAS required (i.e. additional bundles) | MtM | 12 ^a | 24 ^a |
| <input type="text"/> | <input type="text"/> | VAS required (i.e. additional bundles) | MtM | 12 ^a | 24 ^a |

Device add-on Device required

Mobile spend limit R (See Section 6. Agreement for details) Itemised billing (only available on fixed) Y N

Device insurance Y N Band Monthly premium Corporate preferential deal/self-pay Y N

Screen insurance Y N Band Monthly premium

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Full name _____ Signature _____ Date

^aOnly available to selected 3rd party providers. [#]Early cancellation of a fixed term agreement will be subjected to termination fees.

C. Mobile numbers to be ported to Telkom Mobile

| Account classification at DSP* prepaid, postpaid or hybrid | Account type at DSP* consumer or business | DSP* | Account no. at DSP* (per invoice) | Account name at DSP* (per invoice) | Mobile number | RICA person name (person RICA'd at DSP*) | RICA person ID/company reg. no. | Requested port date YYYY/MM/DD |
|--|---|------|-----------------------------------|------------------------------------|---------------|--|---------------------------------|--------------------------------|
| | | | | | | | | |
| | | | | | | | | |

I, the undersigned, hereby confirm that I have been informed of the following and agree to these statements:

1. I am porting to Telkom Mobile.
2. I acknowledge that, in the event of donor service provider rejection, my service will be activated with a Telkom mobile number.
3. I acknowledge and accept that call credits/unused values from the donor service provider are forfeited.
4. I am responsible and liable for outstanding fees owing to the donor service provider.
5. I am responsible for all reasonable cancellation fees incurred when a cancellation request is received during the application process.
6. Products and services offered at the donor service provider might not necessarily be available at Telkom Mobile.
7. I have read, understood and hereby agree to the terms and conditions as set out in the application form.

Signature _____

Date

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

6. Agreement

I, being the undersigned, declare, agree and confirm that:

1. 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.
2. The information supplied herein with regard to me is complete, true and correct as at date of signature/electronic processing hereof.
3. 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:
 - a) my agreement via tick box and submission of the online application form; or
 - b) my verbal confirmation of the existence of the agreement during the telephonic application process.
4. I shall be in breach of the Agreement by cancelling any debit order without the prior written consent of Telkom or where any debit order payment is returned unpaid or stopped. In such case, Telkom will have the right to suspend my account until such arrears amounts together with interest thereon at the interest rate have been received and paid in full. Telkom furthermore reserves the right to appoint external collection agencies that will be authorised to act on Telkom's behalf in the collection of any outstanding amounts. In addition, Telkom and/or its authorised collection agencies will also have the right to make use of NAEDO to collect the arrears amount, in which case I will be liable for all associated costs.

I am bound to the terms and conditions applicable to the transaction, including but not limited to:

1. 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/.
2. Telkom's mobile subscriber terms and conditions (mobile services and products), available at www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/.
3. 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.
4. Spend limit refers to a maximum amount set to allow customers to purchase additional data bundles or stay connected by making OOB (Out Of Bundle) calls/usage in case they deplete their inclusive benefits during the month. Permanent spend limit for customers that renewed or signed new contracts with Telkom is automatically set at R1500 per month. However, customers can adjust their temporary and permanent spend limits by simply dialling *180# and choosing the Manage Spend Limit option on the USSD menu. Alternatively, it can be done through the Telkom portal by copying the following link into the browser: <https://selfservice.telkom.co.za/rococo/public/content/interstitial>. Note: Changes on the permanent spend limit are effective on the 1st of the following month, whereas changes on the temporary spend limit are effective immediately.

I declare myself familiar with and bound to the content of said terms and conditions. I hereby consent to Telkom credit-vetting this application.

All these terms and conditions are available online and will be made available to me in printed version or may be emailed to me, if I so request it.

Do you require a copy of the terms and conditions? Y N If, yes Printed or Emailed

Email address

Full name _____ Signature _____ Date

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

7. For office use only

Dealer name Dealer code

Agent name _____ Signature _____ Date

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

RICA information (required for mobile products): RICA by sales agent RICA on delivery

B2C delivery address: Customer address Employee address

*DSP = Donor/Existing Service Provider.