



>> Ordering

You can use this form to...

On the transaction list below, select your transaction (tick ✓ or x) and complete the Sections as indicated in brackets. For detail about the products, kindly consult the relevant product catalogue, or use the "Some questions you might have" below for more details.

1. Order...

- TelkomInternet AllAccess 1 GB Shaped (Complete Sections B, C, D (a), G and H)
TelkomInternet AllAccess 4 GB Shaped (Complete Sections B, C, D (b), G and H)
TelkomInternet AllAccess 8 GB Shaped (Complete Sections B, C, D (c), G and H)
TelkomInternet AllAccess Advanced 16 GB Shaped (Complete Sections B, C, D (d), G and H)
TelkomInternet AllAccess Advanced 4 GB Unshaped (Complete Sections B, C, E(a), G and H)
TelkomInternet AllAccess Premium 4 GB Unshaped (Complete Sections B, C, E (b), G and H)
TelkomInternet AllAccess 30 GB Shaped (Complete Sections B, C, D (e), G and H)
TelkomInternet AllAccess 40 GB Shaped (Complete Sections B, C, D (f), G and H)
TelkomInternet AllAccess 50 GB Shaped (Complete Sections B, C, D (g), G and H)
do Uncapped Basic (Up to 384kbps) (Complete Sections B, C, F (a), G and H)
do Uncapped Advanced (Up to 1Mbps) (Complete Sections B, C, F (b), G and H)
Telkom Business Uncapped Basic (Up to 384kbps) (Complete Sections B, C, F (c), G and H)
Telkom Business Uncapped Advanced (Up to 1Mbps) (Complete Sections B, C, F (d), G and H)
Telkom Business Uncapped Premium (Up to 4Mbps) (Complete Sections B, C, F (e), G and H)
Telkom Business Uncapped Premium + (Up to 10Mbps) (Complete Sections B, C, D (g), G and H)

Important information

>> Complete this form and fax it to 0860 305 305

>> You can also order your TelkomInternet AllAccess...

- by calling (the call is free of charge) 0800 000 084
on-line on the TelkomInternet website www.telkomsa.net

Use these numbers for enquiries

- Order process tracking / Support 0800 000 084
TelkomInternet technical support 0800 000 084

Some questions you might have follows...



A. Some questions you might have...

Capped Internet Services

What is AllAccess?

TelkomInternet offers an innovative range of AllAccess Internet access products. This means that TelkomInternet users are not bound to specific access media on any of our accounts. All our product options can be utilised via Analogue and ISDN dial-up, ADSL, or even our Satellite services, with one convenient username and password. We offer four feature rich, entry level AllAccess bundles with 1GB, 4GB, 8GB and 16GB ADSL Internet access threshold from as little as R79.00 per month.

For our high volume users we also offer 30GB, 40GB or 50GB ADSL Usage caps.

Uncapped Internet Services \*Subject to TelkomInternet AUP

The days of worrying about your internet cap are over, now you can download more at a flat monthly fee!

TelkomInternet Uncapped exists out of two product categories :

- do Uncapped for home users using their internet service more at night and,
Telkom Business Uncapped is tailor-made to suite business customers that need their internet service during the day and at night.

General Information

What is the difference between Shaped and Unshaped?

Note: The following is only applicable if you use AllAccess over an existing ADSL line

Shaped ~ This access method prioritises keystroke activities - things you do while in-front of the PC. Suitable for surfing, e-mailing or online banking. The service distinguishes between the various protocols used over the Internet. The main priority is HTTP. At present, all international HTTP traffic is transparently cached for ADSL users. All international un-cached data is shaped. The following un-cached protocols are prioritised on the network: HTTP (in certain cases HTTP is not cached due to website incompatibilities), HTTPS, FTP, Mail (POP3, SMTP and IMAP), SSH and TELNET. Any protocol not mentioned above will receive a lower priority on the network.

Unshaped ~ Applications or protocols requiring dedication to all available bandwidth are ideal for this service. This service will offer you unstructured international bandwidth and a higher data transfer rate. The service will not shape the un-cached protocols. All protocols will therefore share the available bandwidth equally. Similarly, local bandwidth will remain as is with no shaping implemented. Keeping this in mind, this service is typically designed for a niche market including, for example, VPN's, specific gaming applications, secure work from home options. All these applications can use unfamiliar protocols, which are not necessarily bandwidth intensive but require an unshaped service to work optimally

Local Only data ~ "Local" only applies to servers that are hosted in South Africa. Kindly note that this does not imply that .co.za is a locally hosted server. Local data on all packages is uncapped however you will be charged R15.00 per GB when exceeding your allocated local data on promotion.

## B. About you and your business

Complete subsections (a) to (d) below as applicable.

**(a) Are you existing TelkomInternet subscriber?**

If yes, what is the TelkomInternet account number?

No  Yes >>

**(b) Business customers only**

Name of your business

Type of business

Your VAT reg. number

Your business reg. no

**(c) Residential customer or 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.  Miss.  Ms.

Your 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

• during business hours;

• wife's/husbands number; and

• after hours (friends, family).

**(d) Residential, sole proprietor, partner or trust customers**

Your wife's/husband's initials

Your wife's/husband's ID number (if you are married)

## C. Your addresses

Your current e-mail address

**Your business address**

Room no, building/farm

Street no and name

Suburb

City/Town  Postcode

**Your residential address**

Room no, building/farm

Street no and name

Suburb

City/Town  Postcode

**The postal address**

P.O.Box/Private Bag

Suburb

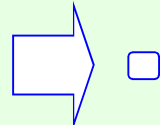
City/Town  Postcode

Section D follows...

## D. Ordering your Capped AllAccess Shaped service...

Select the TelkomInternet AllAccess Shaped service you require (tick✓ or x)

- (a) TelkomInternet AllAccess 1 GB**
- Unlimited Analogue and ISDN 64K access with a 1 GB ADSL and Satellite allowance.
  - 10 GB free local data on promotion
  - One 3GB E-mail box with 5 aliases
  - Toll free 24 hour Technical Support
  - One concurrent Login session

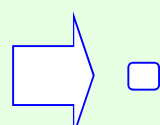


Provide your e-mail address (Subject to availability)

@telkomsa.net

**Note:** To activate your aliases please contact 10215 toll free

- (b) TelkomInternet AllAccess 4 GB**
- Unlimited Analogue and ISDN 64K access with a 4 GB ADSL and Satellite allowance.
  - 10 GB free local data on promotion
  - One 3GB E-mail box with 5 aliases
  - Toll free 24 hour Technical Support
  - One concurrent Login session

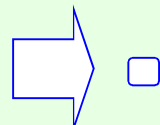


Provide your e-mail address (Subject to availability)

@telkomsa.net

**Note:** To activate your aliases please contact 10215 toll free

- (c) TelkomInternet AllAccess 8 GB**
- Unlimited Analogue and ISDN 64K access with a 8 GB ADSL and Satellite allowance.
  - 20 GB free local data on promotion
  - One 3GB E-mail box with 5 aliases
  - Toll free 24 hour Technical Support
  - One concurrent Login session

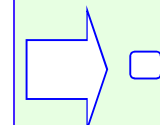


Provide your e-mail address (Subject to availability)

@telkomsa.net

**Note:** To activate your aliases please contact 10215 toll free

- (d) TelkomInternet AllAccess Advanced 16 GB**
- Unlimited Analogue and ISDN64 and ISDN128 access with a 16 GB ADSL and Satellite allowance.
  - 30 GB free local data on promotion
  - Two 3GB E-mail box with 5 aliases
  - 5MB of @home web hosting space
  - Toll free 24 hour Technical Support
  - Two concurrent Login session



Provide your e-mail addresses (Subject to availability)

Mailbox one >> @telkomsa.net

Mailbox two >> @telkomsa.net

**Note:** To activate your aliases please contact 10215 toll free

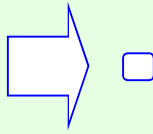
**5 Mb webspace directory name**

http://home.telkomsa.net/

Section D continues...

Section D continued...

- (e) **TelkomInternet AllAccess 30 GB**
- Unlimited Analogue and ISDN 64K access with a 30 GB ADSL and Satellite allowance.
  - 30 GB free local data on promotion
  - One 3GB E-mail box with 5 aliases
  - Toll free 24 hour Technical Support
  - One concurrent Login session

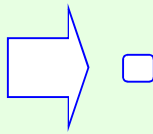


Provide your e-mail address (Subject to availability)

\_\_\_\_\_@telkomsa.net

Note: To activate your aliases please contact 10215 toll free

- (f) **TelkomInternet AllAccess 40 GB**
- Unlimited Analogue and ISDN 64K access with a 40 GB ADSL and Satellite allowance.
  - 30 GB free local data on promotion
  - One 3GB E-mail box with 5 aliases
  - Toll free 24 hour Technical Support
  - One concurrent Login session

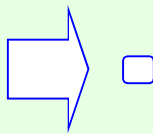


Provide your e-mail address (Subject to availability)

\_\_\_\_\_@telkomsa.net

Note: To activate your aliases please contact 10215 toll free

- (g) **TelkomInternet AllAccess 50 GB**
- Unlimited Analogue and ISDN 64K access with a 50 GB ADSL and Satellite allowance.
  - 30 GB free local data on promotion
  - One 3GB E-mail box with 5 aliases
  - Toll free 24 hour Technical Support
  - One concurrent Login session



Provide your e-mail address (Subject to availability)

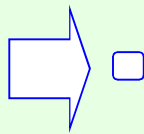
\_\_\_\_\_@telkomsa.net

Note: To activate your aliases please contact 10215 toll free

**E. Ordering your Capped AllAccess Unshaped service...**

Select the TelkomInternet AllAccess Unshaped service you require (tick✓ or x)

- (a) **TelkomInternet AllAccess Advanced 4 GB**
- Unlimited Analogue and ISDN64 and ISDN128 access with a 4 GB ADSL allowance.
  - 40 GB free local data on promotion
  - Two 3GB E-mail box with 5 aliases
  - 5MB of @home web hosting space
  - Toll free 24 hour Technical Support
  - Two concurrent Login session



Provide your e-mail addresses (Subject to availability)

Mailbox one >> \_\_\_\_\_@telkomsa.net

Mailbox two >> \_\_\_\_\_@telkomsa.net

Note: To activate your aliases please contact 10215 toll free

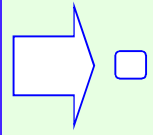
5 Mb webspace directory name

http://home.telkomsa.net/\_\_\_\_\_

Section E continues...

Section E continued...

- (b) **TelkomInternet AllAccess Premium 4 GB**
- Unlimited Analogue and ISDN64 and ISDN128 access with a 4 GB ADSL allowance.
  - 40 GB free local data on promotion
  - Four 3GB E-mail box with 5 aliases
  - 10MB of unix @work web hosting space
  - Toll free 24 hour Technical Support
  - Four concurrent Login session



Provide your e-mail addresses (Subject to availability)

Mailbox one >> \_\_\_\_\_@telkomsa.net

Mailbox two >> \_\_\_\_\_@telkomsa.net

Mailbox three >> \_\_\_\_\_@telkomsa.net

Mailbox four >> \_\_\_\_\_@telkomsa.net

Note: To activate your aliases please contact 10215 toll free

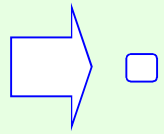
10 Mb webspace directory name

http://home.telkomsa.net/\_\_\_\_\_

**F. Ordering your Uncapped Internet service...**

Select the Uncapped Internet Service you require (tick✓ or x)

- (a) **do Uncapped Basic**
- Up to 384kbps
  - Shaped Data
  - Daytime Internet Speed Restrictions
  - 6 am to 6 pm Up to 295kbps
  - 6 pm to 10 pm Up to 354kbps
  - 10 pm to 6 am No restriction
  - No restrictions on local data

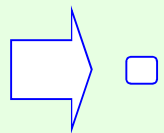


Provide your e-mail address (Subject to availability)

\_\_\_\_\_@telkomsa.net

Note: To activate your aliases please contact 10215 toll free

- (b) **do Uncapped Advanced**
- Up to 1Mbps
  - Shaped Data
  - Daytime Internet Speed Restrictions
  - 6 am to 6 pm Up to 472kbps
  - 6 pm to 10 pm Up to 767kbps
  - 10 pm to 6 am No restriction
  - No restrictions on local data

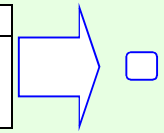


Provide your e-mail address (Subject to availability)

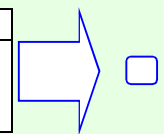
\_\_\_\_\_@telkomsa.net

Note: To activate your aliases please contact 10215 toll free

- (c) **Telkom Business Uncapped Basic**
- Up to 384kbps
  - Shaped Data
  - No Daytime Restrictions



- (d) **Telkom Business Uncapped Advanced**
- Up to 1Mbps
  - Shaped Data
  - No Daytime Restrictions



Section F continues...

**Section F** *continued...*

- (e) **Telkom Business Uncapped Premium**
- Up to 4Mbps
  - Shaped Data
  - No Daytime Restrictions
- (f) **Telkom Business Uncapped Premium +**
- Up to 10Mbps
  - Shaped Data
  - No Daytime Restrictions

**G. Debit order details**

*Please attach copy of cancelled cheque or bank statement, proof of residence and ID or company registration certificate for account verification*

I \_\_\_\_\_  
 (full name) hereby authorize TBIS to debit my bank account with the full monthly subscription and out-of-bundle local data charge of R15.00 per GB for any usage exceeding my free local data on promotion.

*(Debit by the 6th of each month)*

Account Name  
 \_\_\_\_\_

Name of financial institution  
 \_\_\_\_\_

Branch number \_\_\_\_\_

Type of account  
 Cheque  Savings

Account number  
 \_\_\_\_\_

Your Signature  
 \_\_\_\_\_

Date (yyyymmdd)  
 \_\_\_\_\_

**Other annual payment option**

I have deposited the amount of R \_\_\_\_\_ directly into your bank account *(please attach copy of deposit slip)*

**TBIS Bank details:**

ABSA  
 Account number: 01017463710  
 Branch code: 632005  
*Please note: To ensure that your payment is timeously allocated to your account, please ensure that your account number supplied by 10215 is used as reference when making use of direct deposit or electronic transfer methods.*

**H. Agreement**

**I confirm that...**

- in the case of a business, I am authorised to order the TelkomInternet services and sign this application on behalf of the party who requests the service(s);
- the details that I have given in this form are corrected and complete;
- I have read, understand and accept the attached Acceptable Use Policy applicable to the service(s) ordered;
- I have read, understand and accept the TelkomInternet terms and conditions on www.telkomsa.net

Your Signature  
 \_\_\_\_\_

Date (yyyymmdd)  
 \_\_\_\_\_

**TelkomInternet Acceptable Use Policy**

The following provisions will determine what Telkom regards as acceptable use of your TelkomInternet account. Violation of the AUP may result in any of the actions set out in "Breach Of Acceptable Use Policy" below being implemented by Telkom without further notice to you.

**Protect Your Account**

It is your responsibility to keep your password secure and not to share your password and account access with anyone. Attempting to obtain another user's account information is strictly prohibited, and may result in termination of service.

**TelkomInternet Uncapped Fair Usage Policy**

All TelkomInternet Uncapped accounts is shaped bandwidth based and provides unlimited data usage, however we do manage uncapped accounts on the performance of our network at any given time.

We monitor our overall network usage and if our data pool capacity is stretched we dynamically shape and throttle certain customer's uncapped accounts to relieve congestion. These uncapped customers will be chosen based on their usage trends. The uncapped users who have used the highest amount of data will be throttled first if there is network congestion and/or impairment.

It is our goal to ensure the best possible experience for both the high data usage and lower data usage customers given the parameters we have and as such we reserve the right to manage Uncapped ADSL accounts as we deem necessary to ensure optimal performance across our network for all of our customers.

**Account and Network Security**

It is also your responsibility to implement security measures, including but not limited to the following:

- changing your internet account password regularly;
- changing your router default password regularly;
- installing licensed internet security software, which includes, but are not limited to protection against internet threats such as viruses, malicious software, spy-ware, hacking attempts, etcetera; and
- monitoring your internet account for irregularities.

you may not

- attempt to circumvent the user authentication or security of any host, network or account ("cracking"). This includes, but is not limited to, accessing making use of a server or account you are not expressly authorized to access, or probing the security of other networks;
- use or distribute tools designed for compromising security. Examples of these tools include, but are not limited to, password guessing programs, cracking tools or network probing tools; or
- attempt to interfere with service to any user, host, or network ("denial of service attacks"). This includes, but is not limited to "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host.

**Electronic Mail**

Your account with TelkomInternet includes the ability to send and receive electronic mail. Misuse of e-mail may result in termination of service. The following examples are non-exclusive and are provided for guidance to customers:

- use of an e-mail account to send an unsolicited bulk or commercial message is prohibited on your TelkomInternet account. This includes, but is not limited to, bulk-mailing of commercial advertising, informational announcements, charity requests, petitions for signatures, and political or religious tracts. Such material may only be sent to those who have explicitly requested it;
- sending mass unsolicited mail or deliberately sending very large messages or files to one or more recipients ("mail bombing") is prohibited;
- forging or removing e-mail headers is prohibited;
- use of e-mail to harass or intimidate other users is prohibited. Harassment, whether through language, frequency of messages, or size of messages, is prohibited. Sending a single unwelcome message may be considered harassment. If a recipient asks to stop receiving e-mail from you, you must not send that person any further messages; and
- TelkomInternet accounts may not be used to collect replies to messages sent from another ISP, where those messages violate this AUP or the AUP of the other ISP. Telkom reserves the right to delete messages or files which have remained on its servers for excessive periods of time as determined by Telkom, in its sole discretion.

**Acceptable Use Policy continues...**

### Protection of Network Performance

Telkom reserves sole discretion to determine whether any customer's use of the Telkom/Internet service interferes with other customers' use and enjoyment of any services provided by Telkom to customers over the same network.

The following examples are non-exclusive and are provided for guidance to customers:

- the sending of excessive numbers of e-mail or excessively large files which, in Telkom's sole opinion, negatively affects the performance of the network or any server on the network may result in deletion of the offending message or file, and may result in the termination of services;
- you may not provide network services from your account (for example, you may not use your account to operate as an FTP server);
- Telkom/Internet accounts operate on shared resources. You are prohibited from excessive consumption of resources, including central processing unit time, memory, disk space and session time. You may not use resource-intensive programs which negatively impact other customers or the performance of Telkom systems or networks. Telkom reserves the right to terminate or limit such activities; and
- you may not employ automated electronic or mechanical processes designed to defeat network inactivity time-outs. Such tools include, but are not limited to, repetitive pinging the host.

### Personal Home Page

Your Telkom/Internet account provides the option to purchase personal home page space. Telkom/Internet will routinely monitor the size your personal web page and may, from time to time, monitor the contents of your personal web page, should it so desire.

You are solely responsible for any information contained on your personal home page. However, if complaints are received regarding language, content or graphics contained on a customer's personal home page, Telkom/Internet may, at its sole discretion, remove the personal home page and / or terminate your personal home page service.

You may not use your personal home page to publish material which Telkom determines, at its sole discretion, to be unlawful, indecent or objectionable.

- For purposes of this AUP, "material" refers to all forms of communications including narrative descriptions, graphics (including photographs, illustrations, images, drawings, logos), executable programs, video recordings, and audio recordings.
- "Unlawful content" is that which violates any law, statute, treaty, regulation, or lawful order. This includes, but is not limited to obscene material, defamatory, fraudulent or deceptive statements, threatening, intimidating or harassing statements, or material which violates the privacy rights or property rights of others (e.g. copyright or trademarks).
- "Indecent content" is that which depicts sexual or excretory activities in a patently offensive matter as measured by contemporary community standards.
- "Objectionable content" is otherwise legal content with which Telkom concludes, in its sole discretion, it does not want to be associated with in order to protect its reputation and brand image, or to protect its employees, shareholders and affiliates.

Examples of prohibited personal home page content include:

- materials that depict or describe scantily-clad and lewdly depicted male and/or female forms or body parts, and which lack serious literary, artistic, political or scientific value;
- materials that suggest or depict obscene, indecent, vulgar, lewd or erotic behaviour, and which lack serious literary, artistic, political or scientific value;
- materials that hold Telkom (including its affiliates, employees or shareholders) up to public scorn or ridicule, or which unreasonably criticize Telkom, its employees or its products; and
- materials which encourage the commission of a crime, or which tends to incite violence, or which tends to degrade any person or group based on sex, nationality, religion, colour, age, marital status, sexual orientation, disability or political affiliation.

Acceptable Use Policy continues...

### Third Party Internet Relay Chat (IRC)

Although Telkom may offer IRC software, you may not:

- use IRC scripts or programs that interfere with or deny service to other users on any other server or host; or
- engage in activities that harass other users. This includes, but is not limited to, "flooding" (rapidly entering text with the intent to disrupt service), "flashing" (disrupting terminal emulation), "takeovers" (improper seizing and abuse of operator privileges), attempting to send private messages to those who do not wish to receive them, attempting to return to a channel after being banned from it, and other disruptive behaviours.

You may run clones (multiple simultaneous IRC connections) and robots only as permitted by the host IRC server.

### Illigal Activities

Any activity on Telkom's network that is a violation of any law, regulation or this policy, as such may be in force from time to time, may result in immediate termination of service without notice to you.

It is also your responsibility to ensure that you are aware, stay aware of, and shall at all times comply with, all statutory or other regulatory provisions and rules applicable to the provision and use of the Telkom/Internet service as amended from time to time, including but not limited to the provisions of the Electronic Communications and Transactions Act 25 of 2002, the Films and Publications Act 65 of 1996 and the Regulation of Interception of Communications and Provision of Communication-Related Information Act 70

Prohibited activities include, but are not limited to:

- transmitting obscene materials, including child pornography or any material regarded as illegal;
- intentionally spreading or threatening to spread computer viruses;
- gaining or attempting to gain unauthorized access to private networks including Telkom's private network infrastructure;
- accessing or attempting to access information not intended for the customer;
- engaging in the transmission of pirated software;
- conducting or participating in illegal gambling, soliciting for illegal pyramid and other schemes through electronic mail; or
- any other activities declared to be illegal in terms of any applicable law.

### Breach of the Acceptable Use Policy

Violations of this AUP may result in termination of your Telkom/Internet account with or without notice to you.

Users who violate systems or network security may incur criminal or civil liability. Telkom will co-operate fully with investigations of violations of systems or network security at other sites, including co-operating with law enforcement authorities in the investigation of suspected criminal violations.

Our failure to enforce this policy, for whatever reason, shall not be construed as a waiver of our right to do so at any time.