

# Ordering ISDN2, 2a, 30

## Important information

- Please provide correct and clear information in order to avoid any delays.
- Please use a black pen – this form will be faxed.
- In this order form, Telkom SA Limited refers to an ISDN Basic Access as ISDN2 (Standard ISDN connection only) or ISDN2a (Standard ISDN connection with 2 analogue ports) and ISDN Primary Access as ISDN30.
- Terminal equipment is referred to as TE and is generally seen as any ISDN capable equipment.
- All Terminal Equipment (TE) requires licensing by ICASA before connection to the Integrated Services Digital Network. (For more information on licensed equipment, please refer to the Telkom web site at <http://www.telkom.co.za>)

## Before you submit this form...

- please feel free to call any Telkom customer service branch if you have any queries;
- we need a copy of your ID document or proof of your identification if you are a sole proprietor or partner in a partnership;
- if you have changed your occupation, address, bank details or the name of your business, please complete this form with your new details;
- under certain conditions, Telkom may levy a deposit;
- please read the conditions of service given overleaf.

## After completing this form...

Fax the form to one of the following regional commercial branches:

Johannesburg	(011) 823 3316/4
Pretoria	(012) 324 4447
Cape Town	(021) 414 4454
Durban	(031) 301 1111
Port Elizabeth	(041) 363 2000
Bloemfontein	(051) 507 5903

## Proof of order...

Use these numbers for enquiries:

Order number

Telkom reference

Enquiries telephone number

Date



# 1. About you/your business

ISDN

## 1.1 Your initials and surname

## 1.2 Name of your business *(entity responsible for the account)*

## 1.3 Your identity/cc number

## 1.4 Your postal address

Suburb

Town/city

Post code

## 1.5 Contact person for queries regarding this order

Name

Tel (            )

## 1.6 Please state your main function in the business

## 1.7 Do you have international trading partners?

Yes             No

If Yes, which country?

## 2. Particulars of installation

### 2.1 Installation address

Room	Floor
Building	
Street	Number
Stand number	
Suburb	
City/town	

### 2.2 Required date of installation

Y	Y	Y	Y	M	M	D	D
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### 2.3 Should your telephone numbers be published in the Phone book?

Yes             No

If Yes, what type of service should be indicated?

Voice             Data             Video             Fax

### 2.4 Is there an existing telephone at the installation address?

Yes             No

### 2.5 If "Yes", what is the telephone number?

(            )

### 2.6 Please furnish the telephone number/s to be converted to ISDN

## 3. ISDN Service profile

Telkom's implementation and offering of ISDN services are as follows:

- Telkom **ISDN2** – Standard BRA – Basic Rate Access service including Network Terminator with S<sub>0</sub> - bus only.  
2 x (3.1kHz and 64kB/s unrestricted).
- Telkom **ISDN2a** – Standard BRA – Basic Rate Access service including Network Terminator with S<sub>0</sub> - bus and 2 analogue ports.  
2 x (3.1kHz and 64kB/s unrestricted).
- Telkom **ISDN30** – Full PRA – Primary Rate Access service  
30 x (3.1kHz and 64kB/s unrestricted).

### 3.1 Type and quantity of ISDN service/s required

ISDN2              ISDN2a              ISDN30

## 4. Supplementary Services

**Please note:** Not all supplementary services are available at present, but will be available at a later stage of service deployment. Supplementary services offered are not guaranteed to be available in all exchanges.

4.1 Do you require any supplementary services? (See brochure for more information)

Yes  No

4.2 If "Yes", please indicate which service/s

(Note that MSN and DDI are mutually exclusive and cannot be used together)

**MSN** (Multi Subscriber Number)

Please indicate how many MSN numbers are required, exclusive of the main ISDN service number, or existing MSN numbers.

(maximum 4 MSN numbers per ISDN2 or 2a service)

Please indicate if the MSN numbers are for

New ISDN or ISDN2a service

Existing ISDN2 or ISDN2a service with number  with MSN  
 without MSN

Please indicate which services will be used

Fax  VC

Data  Other

Should the MSN numbers be published in the Phone book?

Yes  No

**AoC-E** (Advice of charge at end of call)

**LH on BRI** (Line Hunting on Basic Rate)

**TP** (Terminal Portability)

**DDI** (Direct Dialling Inward)

How many extensions do you require for DDI?

immediate

within 3 years

within 6 years

Please indicate the DDI configuration options.

Point to point  number of digits to be presented

enblock digit reception only

## 5. Terminal equipment connected

5.1 What Total Solution is required?

(See brochure for more information and ordering code)

If a Total Solution package is required and the correct name and order number is completed, please ignore sections 4, 5 and 6.

5.2 What terminal equipment will be used?

5.3 Please state the license numbers of the Terminal Equipment

For more information, contact SATRA at (011) 448 2497

## 6. Your signature

Value Added Reseller Stamp

Telkom sales representative

(print name)

Salary reference number

Signed at

Signature

Date

End of this order

# Conditions

## General

### I/We accept and understand that

- a. the service will be subject to the provisions of Telecommunications Act 103 of 1996, Telkom's licence conditions and the standard conditions of contract of Telkom SA Limited (Telkom), as amended from time to time (A copy of these conditions are available from any Telkom customer service branch);
- b. interest is payable on late payments from date of issue of the telephone invoice up to and including the date of payment thereof, compounded monthly, at a rate as determined by Telkom from time to time;
- c. one month's written notice of discontinuance is required;
- d. I/we shall, from the date of installation, be liable for the cost of the network terminator and/or terminal equipment in the event of loss or damage thereof;
- e. the transfer of service can only be arranged if no other deferred orders with stronger claims to service are recorded for the particular neighbourhood;
- f. in instances where a deposit is held, the balance, if any, will be refunded to the outgoing customer after deduction of any outstanding debt arising from the use of the telecommunication service concerned;
- g. should I/we fail to pay my/our account, I/we shall be liable for any resultant collection, tracing and/or legal fees;
- h. Telkom will be entitled to verify the information contained on my/our form and generally make enquiries if deemed necessary. Telkom will also be entitled to furnish any information regarding the customer's account with Telkom and his compliance with these conditions to any credit bureau;
- i. I/we hereby indemnify Telkom against any damage, claims or cost that may result from the work being done in connection with the installations and/or removal of the service; and
- j. I/we undertake to use only licensed equipment with the service and understand that I/we may be held liable for any losses suffered by Telkom due to improper use of the service, or due to the use of non-licensed equipment.
- k. I/we fully understand the service profile applied for, and hereby authorise Telkom to forward my calling line number through the network if this included in the service profile.
- l. I/we agree that the aforementioned physical address shall be my/our domicilium citandi et executandi for any legal proceedings.

## Product specific

### I/We accept and understand that

- a. I/we understand that the ISDN service is limited to certain factors such as the availability in certain areas and Telkom cannot be held responsible if the service cannot be provided in areas where the exchange is not ISDN capable;
- b. I/we hereby indemnify Telkom SA Limited against any damage or claims which may result from the malfunctioning or configuration errors on customer premises equipment used in conjunction with the ISDN services;
- c. I/we fully understand that ISDN Supplementary services offered by Telkom are not guaranteed to be available in all exchanges and Telkom cannot be held responsible if supplementary services cannot be provided;
- d. the ISDN2, ISDN2a and ISDN30 services are based on ETSI (European Telecommunication Standards Institute) standards.
- e. I/we understand that one month's written notice of discontinuance is required in the case of ISDN2, ISDN2a and ISDN30 services.
- f. I/we understand that a minimum contract period of one year is applicable in the case of ISDN30 services.
- g. I/we fully understand the service profile applied for, and hereby authorise Telkom to forward my calling line number through the network if this is included in the service profile.