



# SmartAccess Admin facility

## Feature description

The SmartAccess Admin facility allows you to manage certain features on your SmartAccess service remotely from any tone-dialing telephone. The features are Rerouting on Busy, Rerouting on No-reply, Follow-me and the Caller PIN.

- Rerouting on Busy**  
 The Rerouting on Busy feature allows you to reroute calls made to your SmartAccess number to another telephone number when your SmartAccess number is busy.
- Rerouting on No-reply**  
 The Rerouting on No-reply feature allows you to reroute calls made to your SmartAccess number to another telephone number when the SmartAccess number is not answered.
- Follow-me**  
 The Follow-me feature allows you to reroute calls made to your SmartAccess number to another number, unconditionally.
- Caller PIN**  
 The Caller PIN (personal identity number) feature offers you added security by restricting access to your FreeCall 080 number. By activating the Caller PIN feature and giving the Caller PIN to selected customers only, you will be able to control access to your FreeCall 080 number. If the feature is activated, anyone who calls your FreeCall 080 number will have to enter the Caller PIN before the call will be connected. Note: The Caller PIN feature is only offered to FreeCall 080 customers.

## Ordering the SmartAccess Admin facility

SmartAccess number on which the Admin facility is required:

08

Please indicate the SmartAccess destination numbers on which the Admin facility should be activated and which options are required per destination number:

Destination number	Busy	No Reply	Follow me
( ) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
( ) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
( ) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
( ) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
( ) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SmartAccess account number (on invoice):

## Information about you

Full name of your business

**Contact person 1** (applicant / person authorized to order the Admin facility)

Name:

Your position in the company

Contact details

Telephone number: (    )
All-hours contact number: (e.g. cellular number)
Fax number: (    )
E-mail address:

It is essential that we have the details of another person (contact person 2) with whom we can verify the above information.

**Contact person 2** (applicant / person authorized to order the Admin facility)

Name:

Your position in the company

Contact details

Telephone number: (    )
All-hours contact number: (e.g. cellular number)
Fax number: (    )
E-mail address:

Please note that it is critical that all of the above contact information is provided and that the information is updated with us at all times. Changes to the Admin feature and the resetting of the Admin PIN will only be allowed if these are requested by one of the above parties. Due to the risks involved, no exceptions will be allowed.

## Security

The Admin facility can be accessed remotely by dialling into the Admin Facility, using the applicable MaxiCall 0861 number.

Telkom has the responsibility to ensure that the Admin facility is safe to use on your SmartAccess service and we have therefore developed this feature with PIN protection. However, you have the responsibility to take certain precautions to safeguard your SmartAccess service by protecting your Admin PIN.

Precautions that you should take to protect your Admin PIN:

- Make sure that your PIN number always remains secret.
- Never tell anyone your Admin PIN. Only those who are allowed to administrate the SmartAccess service should know the PIN.
- Please change the default Admin PIN once you have registered for the Admin feature and also change your chosen PIN on a regular basis.
- If you request for the Admin PIN to be reset to the default PIN, it remains your responsibility to change the default PIN to your own secret PIN immediately.

Upon accessing the Admin feature, you have three opportunities to enter the correct PIN. After the third consecutive unsuccessful attempt, you will be denied access to the Admin feature. However, your SmartAccess service will remain unaffected. The PIN will automatically reset itself after 15 minutes.

If you forgot your PIN and want it reset you will be required to identify yourself before the PIN will be reset. The PIN will only be reset if the requester is one of the parties who have signed this disclaimer form. It remains your responsibility to inform us should any of the above contact information change.

**Please note:** It is the responsibility of the SmartAccess customer to test the operation of his service after any changes have been done via the Admin facility.

## Conditions of agreement

- a) This feature is provided to you in terms of Telkom's Standard Terms and Conditions.
- b) I/We accepts that the account rendered by Telkom is *prima facie* proof of the amount due by me/us to Telkom.
- c) I/We accept liability for the payment of all charges as reflected on the SmartAccess invoice.

I/We have read, understood and accept the conditions on this form and the details I/we have given on this form are correct and complete.

### Contact person 1

Name:

Your signature

\_\_\_\_\_

Date

### Contact person 2

Name:

Your signature

\_\_\_\_\_

Date