

Telkom SmartAccess Call Management and Call Detail Reports

To order a SmartAccess service, please complete the SmartAccess order form.

Important Information

- The SmartAccess Call Reports are offered via Telkom Ease-e-Bill. If you are not already registered as an Ease-e-Bill user, please register on-line at <http://www.telkom.co.za/ease-e-bill>.
- If you are an existing Ease-e-Bill user, please load your SmartAccess account numbers on Ease-e-Bill and assign privileges to your respective users.
- Please refer to the SmartAccess page on the Ease-e-Bill website for more information on the Ease-e-Bill registration.
- If any assistance is required with the user registration on Ease-e-Bill, please contact the Ease-e-Bill Support Centre for assistance at 0800 20 40 30.
- All SmartAccess and SmartAccess Call Report related queries must be directed to INSAC at 0800 654321.
- After you have filled in this order form please fax it to 0800 66 55 44.
- Examples of the SmartAccess Call Reports can be viewed on www.telkom.co.za/products/smartaccess.jsp
- The information contained in the Call Management and Call Detail Reports are based on raw call records and should not be reconciled with data or information obtained from any other source.
- The Call Detail Report reflects only call information on calls for which the SmartAccess customer was not charged i.e. calls to MaxiCall 0861 numbers and calls made within the 0-50km distance band for ShareCall 0860 customers. The SmartAccess Call Detail Report is not available to FreeCall 080 customers.
- SmartAccess Call Reports contains information for one calendar month only and is not aligned with any billing cycle.
- The SmartAccess Call Management Report is not offered monthly but only on request. The Call Detail Report is a monthly report and will only be terminated upon a cancellation request from the customer.
- Applications for the Call Reports close on the 6th of each month. Applications received after the 6th will be processed the following month.
- Telkom shall make reasonable endeavours to make these Reports available on the Easy-e-bill website by the 15th of each month. However, Telkom shall not be responsible for any consequences of delay or any damages, costs or expenses whatsoever, which the customer may incur or suffer if the delivery date is not met.

Section A follows ...

Telkom SA Limited
Reg no 1991/005476/06

REF
20040304/A/MVR



Telkom Business

www.telkom.co.za

A. About you and your business

Full name of your business

Company/cc registration number

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Your company / close corporation VAT registration no.

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Which title do you use?

- The Hon Rev Prof Dr
 Mr Mrs Miss Ms

Your surname and initials

Your contact information

Telephone number

Fax number

E-mail address

B. Your Call Report requirements

Please refer to the ...

- SmartAccess tariff guide for the applicable charges pertaining to the Call Reports

Provide the SmartAccess number/s and select (tick x or ✓) the Call Report/s you require for that SmartAccess number

SmartAccess number	Call Management Report	Call Detail Report

(If the above space is inadequate, please attach your list to the order form)

For which month do you require the Call Management Report/s?

2	0	0	Y	M	M	D	D
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From when do you require the Call Detail Report/s?

2	0	0	Y	M	M	D	D
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Section B continues...

Please note:

Discounted prices apply to multiple reports ordered. If you already a subscriber to the Call Detail Report, please inform us in order to qualify for a discounted price.

C. Agreement *(Person duly authorised by the business)*

I/we confirm that ...

- I/we have read, understood and accepted the conditions on this form
- that the details I have given on this form are correct and complete
- only the intended recipient of the Call Reports will be deemed the authorized client. If you are not the intended recipient, you are not allowed to read, disclose or use this information in any way
- We accept that although all reasonable efforts have been made by Telkom to validate the accuracy of the information contained in the SmartAccess Call Report(s) provided as a results of this order, Telkom cannot guarantee the accuracy and completeness of the information and accept no liability whatsoever for the use by any party of such information.

Name of signatory in block letters

Your signature

Date

If you are under 21 years old your guardian must also sign this order

Your guardian's name in block letters

Your guardian's ID number

Guardian's signature

Date

End of this order

FOR OFFICE USE ONLY

Date received

SmartAccess number	BAN