

Do you want to Bundle your DSL line?

Name/Company: _____

Registration/ID Number: _____

Physical Address: _____

| | |
|--|--|
| Telephone number of the line to be modified | |
|--|--|

| I Am Applying for: | Tick |
|--|------|
| A New ADSL Line (I already have an active Telkom land line, but no ADSL) | |
| The Migration of a DSL line to Imaginet (My Telkom landline is already ADSL enabled) | |

| DSL Line Speed: | Price per Month | Setup Fee | Tick |
|----------------------------|-----------------|-----------|------|
| DSL Fast (Up to 2Mbps) | R 152.00 | R 0.00 | |
| DSL Faster (Up to 4Mbps) | R 272.00 | R 0.00 | |
| DSL Fastest (Up to 10Mbps) | R 403.00 | R 0.00 | |
| VDSL Up to 20Mbps | R 424.00 | R 0.00 | |
| VDSL Up to 40Mbps | R 535.00 | R 0.00 | |

- Your telephone line rental and ADSL line rental are two separate fees. Both must be paid in order to make use of ADSL.
- Only the ADSL portion of your Telkom account will be migrated to Imaginet's control. The monthly Telkom telephone line rental is a separate fee which remains payable to Telkom.
- You will remain liable to Telkom for your monthly phone line rental, phone call charges, etc. Not paying your Telkom telephone bill with result in your ADSL line being disabled.
- All prices listed include VAT @ 14%
- ADSL can only be installed on ACTIVE post-paid Telkom lines.
- In order to migrate an existing ADSL line to Imaginet, you will first need to contact Telkom to request that your line be moved into the "holding pool". Once your line is in the holding pool, you'll need to let us know, so that we can place the order to migrate the line to our control. We cannot place the initial request to migrate your line into the holding pool on your behalf, and cannot place our migration request until the initial holding pool order has been completed.
- During the time that your line is in the holding pool, your ADSL service will not work. It is therefore essential that you let us know as soon as your line has been moved into the holding pool, so that we can migrate your line out of the holding pool without delay. Neither Imaginet nor Telkom can guarantee how long these orders will take to complete.
- Should you need to modify your Telkom account in future, including changing ownership of your Telkom account, or cancelling your Telkom account, you will need to inform Imaginet 30 days in advance so that your ADSL line service can be migrated back to Telkom's control. Telkom will only accept your request after your ADSL line is back in their control.
- Should you wish to change the installation address of your line, we will require 30 days' notice in order to process the order to move your line.
- ADSL activation/installation/migration orders take an average of 3 weeks to complete. This timeline is not guaranteed, and orders may take considerably longer to be finalised
- ADSL lines will be billed monthly even if your Imaginet or Telkom account is suspended or disabled for non-payment.
- Cancellation of a DSL line requires 30 days written notice, but the actual time taken to complete the cancellation of a line cannot be guaranteed. In practice, the cancellation of a line takes roughly 5 working days, however, Telkom states that it may take up to 60 days. Because cancellations are performed at Telkom's discretion, the time taken to cancel a line cannot be guaranteed, although every effort will be made to ensure timeous cancellation.
- It is essential that this form be completed in the name of the Telkom account holder, and that the physical address is correct. Incorrect applications will result in delayed installation.
- VDSL lines are only available in selected areas, and must be used with a VDSL modem.
- By signing this agreement you acknowledge that you have read and understood Imaginet and Telkom's terms and conditions of service.

ACCEPTANCE OF TERMS:

I have read and understand the Terms and Conditions.

I hereby authorise you to issue and deliver payment instructions to the bank for collection against my abovementioned account at my abovementioned bank (or any other bank or branch to which I may transfer my account) commencing on the next billing date and continuing until this Authority and Mandate is terminated by me by giving you notice in writing. The individual payment instructions so authorised to be issued must be issued and delivered as follows: Payments will be processed on the first working day of each month, amount to be debited will vary each month based on the amount per invoice/statement received. In the event that the first of a month falls on a Saturday, Sunday or recognized South African public holiday, the payment day will automatically be the following working day. I understand that the withdrawals hereby authorised will be processed through a computerized system provided by the South African Banks and I also understand that details of each withdrawal will be printed on my bank statement and reflect the name IMAGINET. Each transaction will contain a number, which must be included in the said payment instruction and if provided to you should enable you to identify the Agreement. A payment reference is added to this form before the issuing of any payment instruction. I shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

I acknowledge that all payment instructions issued by you shall be treated by my above mentioned bank as if the instructions had been issued by me personally.

I agree that although this Authority and Mandate may be cancelled by me, such cancellation will not cancel the Agreement. I shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

I acknowledge that this Authority may be ceded to or assigned to a third party if the agreement is also ceded or assigned to that third party, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorise you to issue and deliver payment instructions to the bank for collection against my / our abovementioned account at my / our above mentioned bank (or any other bank or branch to which I / We may transfer my / our account) on condition that the sum of such payment instructions will never exceed my / our obligations as agreed to in the Agreement, and commencing on the commencement date and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of no less than 20 ordinary working days, and sent by electronic mail delivered to your address indicated above.

By signing and submitting this application for Imaginet services I/we agree to be bound by the Imaginet Terms and Conditions and Imaginet Acceptable Use Policy, both of which are available on the Imaginet website at www.imaginet.co.za or upon request.

Authorised Signatory

Second Signature (if required)

Date (dd/mm/yyyy)