

ADSL LINE MIGRATION / INSTALLATION

Application details

Line number:

Name of Telkom account holder:

Telkom account number:

Physical installation address:

DSL Line Speed	Price per month	Tick
DSL 5 Mbps	R 195.00	
DSL 10 Mbps	R 279.00	
DSL 20 Mbps	R 445.00	
DSL 40 Mbps	R 505.00	

Terms and conditions of service

- 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 will 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 canceling 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.

Authorised signature

Date