

Application for Smartfax

1 Customer Category *(tick where applicable)*

New Customer

Existing Customer Your Account / Telephone number

Telecom Employee Your Salary Reference number

Pensioner Your Pension Card number

2 Personal Details

Title The Hon Prof Miss Mr Mrs Dr Rev Other *(please specify)*

Surname Full name(s)

Date of birth DAY / MONTH / YEAR Occupation

Identity / Passport number Citizenship

Postal address Post office Town

Contact details Telephone number Home Work Cell

Fax Email

Marital status Married in community of property Married out of community of property

Married out of community of property with antenuptial contract Widow Divorced Single

Next of kin / Friend name

Telephone / Cell number Next of kin relationship

Monthly Income Bracket (Bruto)

Less than N\$5 000 More than N\$5 000 - Less than N\$10 000

More than N\$10 000 - Less than N\$15 000 More than N\$15 000 - Less than N\$20 000

More than N\$20 000 - Less than N\$25 000 N\$25 000+

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Employer Details

Name of Employer _____

Postal address _____

Post office _____

Town _____

Physical address _____

Telephone number _____

Type of Company

Sole Proprietor

Trading as _____

Private

Public

Partnership

Close Corporation

Physical address _____

Postal address _____

Contact details

Telephone number _____

Email _____

Fax number _____

Website _____

Details of Owners / Directors / Members

Name / Title _____

Identity number _____

Contact number _____

Name / Title _____

Identity number _____

Contact number _____

Name / Title _____

Identity number _____

Contact number _____

Identification Number _____

Telephone Number / Cellphone Number _____

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Smartfax Service

Number of Information Mailbox (es) to be activated

Additional pages

(Multiples of 5 pages, maximum 30 pages) _____

Any specific requirements _____

Information Mailbox call report

From _____

To _____

Deactivate Information Mailbox (es) _____

Indicate Information Mailbox Number

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Payment Undertaking (Personal)

I / We, _____

,the undersigned, _____

1. Declare that the information provided in this application and copies of attachments are true and correct.
2. Understand that the telephone service(s) required will be subject to the "Post and Telecommunications Act, 19 of 1992".
3. Do hereby accept and agree to the terms and conditions of this contract.

Signature _____

Date DAY / MONTH / YEAR _____

Spouse* / Legal Guardian Name _____

Surname _____

Signature (Spouse / Legal Guardian) _____

Date DAY / MONTH / YEAR _____

Consent of owner / agent: I hereby agree to the installation of the telephone services(s) as requested.

Signature _____

Date DAY / MONTH / YEAR _____

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Payment Undertaking (Business)

I / the undersigned, in my capacity as

of the Business and in my personal Capacity"

1. Hereby warrant/agree that I am duly authorised by the applicant to make this application on his/her behalf and that the above information and copies of attachments are true and correct.
2. Do hereby on behalf of the applicant accept and agree to the terms and conditions of the contract.
3. Do hereby acknowledge and agree that by my signature hereto I bind myself in accordance with the terms and conditions, as surety and co-principal debtor in solidum with the applicant in favour of Telecom Namibia for the due payment by the applicant of all amounts which may now or at any time hereafter become payable by the applicant to Telecom Namibia.
4. Understand that the telephone service(s) required will be subject to the "Post and Telecommunications Act, 19 of 1992".

Sanction of property owner / agent: I hereby agree to the installation of the telephone services(s) as requested.

Signature

Date DAY / MONTH / YEAR

Signature

Date DAY / MONTH / YEAR

Note: Declaration Form for Business Customers to accompany this application

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Terms and Conditions

I/We agree to the following terms and conditions by signing this Application Form:

1. Notice of Discontinuance:

- Telecom Namibia require a 30 (thirty) days written notice to discontinue the service applied for, failing to do so will result in rental charges for 30 (thirty) days.
- Customers are informed of credit/debit as soon as accounts are finalised.

2. Payment & Suspension of Service:

- Failure to effect settlement before the due date may result in suspension of service without prior notice and collection of a reconnection fee.
- Cheques should only be made payable to Telecom Namibia Limited.
- Post-dated cheques will not be accepted.
- Accounts in arrears will be handed over for debt collection.
- Refer to Drawer Payment & Rejected Direct Debits:
TN reserves the right to collect any bank cost in connection with Refer to Drawer Cheques, rejected Direct Debits and or Electronic Payments from the customer tendering such type of payment.

3. Cost of debt Collection:

- TN shall be entitled to claim all costs related to debt Collection from the debtor, which includes legal cost on the attorney and client scale and collection fees on each installment, in the event of any overdue account being handed over for collection.

4. Security Deposit:

- Telecom Namibia reserves the right to request payment of a security deposit, depending on a customer's credit history.
- Telecom Namibia reserves the right to request payment of a security deposit in the event of the payment undertaking in this application is signed by a non-Namibian citizen.

5. Customer Premises Equipment belonging to Telecom Namibia:

- TN shall be entitled to recover any cost directly from the customer's telephone account in respect of any equipment removed from premises.

6. Reminder Services:

- Telecom reserves the right to use an account notification system to remind the customer when the account is overdue. This will allow the customer to settle the account before the services is suspended. When an account is not paid by the due date as reflected

on the telephone account, the service becomes due for suspension. The system will then forward a programmed voice message to the customer's telephone line indicating that the telephone account is overdue according to our records.

- The service is automatically programmed to notify the customer of an overdue account on weekdays between 18h00 and 21h00.
- This message shall be repeated three times and there will be three to contact the customer via the notification system.
- Any of the following scenario may apply, according to customer's situation:
 - Customer with Telemail or any answering device: A message will be deposited in the mailbox or saved on any answering device on the first day and you will not be notified again.
 - Customers with no Telemail or any answering device: your telephone will ring on the 1st day between 18h00 and 21h00. If not picked up, the system will call again the next day between (18h00 and 21h00); if not picked up on the 2nd day the system will call on the 3rd day and if not picked up the process of notification will expire automatically.
 - When the phone is answered and /or the message had been listened to in full, the system registers a successful call and does not remind you again.

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Application Requirements

Attach the following documents to this application form

	Business	Foreign Nationals
Copy of Business / Company Registration Certificate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Security Deposit <i>(when applicable)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Security Deposit <i>(fixed)</i>		<input checked="" type="checkbox"/>

Telecom Namibia Use Only

Total Solutions	Full House	Multi Services	High Flyers	One Liners	Let's Talk

Customer Relationship Manager	Segment Team	Teleshop

Application Checklist

All legal documents attached	<input checked="" type="checkbox"/>	ITC Approved	<input checked="" type="checkbox"/>
Checked customer details	<input checked="" type="checkbox"/>	Security deposit collected	<input checked="" type="checkbox"/>

S&E's billed? Specify

Callmaker Identity Card Serial Number

Signature Supervisor / Manager

Date DAY / MONTH / YEAR

Account number

Service Order number

Agent's name

Signature

Date DAY / MONTH / YEAR