

Application for ISDN Basic Rate(DID)

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Customer Details

New Customer

Existing Customer Account/Telephone Number

Full Name and Postal Address of Applicant

Person to contact at premises I.C.O. Installation

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			-								
			-								
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Convert to ISDN	Dismantle? (Date)

Do you require voice announcement to announce number change? Yes No

What are the numbers on which the voice announcement should be activated

Please note: Analogue numbers to remain active for period of voice announcement, thus monthly rental will be debited towards account.

Activate for one month or two months

Number of extensions currently in use on PABX

Number of extensions needed for future expansion

Block of new numbers to be allocated

Directory entry required

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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

Sanction 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 authorized 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 the 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 finalized.

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 cost 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 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	Pensioner	Residential	Business	Foreign National
Copy of Identity or Passport document				
Copy of Deed of Sale / Rental Agreement				
Proof of Income / Financial Statements				
Copy of Business / Company Registration Certificate				
Copy of Pension Card				
Security Deposit <i>(when applicable)</i>				
Security Deposit <i>(fixed)</i>				
Copy of Marriage Certificate				
Copy of Consent Marriages "In community of property"				
Declaration for Joint and Several Liability form for Business Customers				

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
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Account number Service Order number

Agent's name	Signature	Date DAY / MONTH / YEAR
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