telkomkenya

orange™

serial no. 00000001

Orange Internet Residential Application form

lead no. ☐☐☐☐☐☐

HELP US KNOW YOU BETTER

☐ New subscriber ☐ Migration (upward or downward) ☐ Add new services

Personal Account Holder ☐ Mr ☐ Mrs ☐ Ms ☐ Miss

Name		Surname	
ID / Passport Number		Fax	
Tel (Home)		Postal Address	
Self employed? ☐ Yes ☐ No		Email Address	
Bank and Branch Name			

Installation Address

Contact name		Telephone	
Road		Mobile Phone	
Building / Estate		Floor/House Number	

Billing details for this contract ☐ Email Invoice ☐ Mail Invoice

Name		Telephone	
Postal address		Mobile Phone	
Town		Email Address	
Country			

Service Description

Dial Up		Home ADSL 256K	
Internet Everywhere		Home ADSL 512K	
Internet Everywhere 3G+		Home ADSL 1MB	

Terms of contract Prepaid ☐ Postpaid ☐

Additional Services ☐ mailboxes included in the plan

	Account Name@orange.co.ke		Account Name@orange.co.ke
Email 1:		Email 4:	
Email 2:		Email 5:	
Email 3:			

Optional Services:

IP Addresses		Domain Name	
Domain Registration & Renewal			
Domain Registration & Web Hosting (500MB)			

Equipment Livebox ☐ PCMCIA ☐ USB Card ☐ Router ☐

Customer Operating System

☐ Windows OS 2000 ☐ XP ☐ Vista ☐ ☐ Mac OS 10.3 ☐ 10.4 ☐ V3 ☐ Other Please specify

Charges:

Monthly Fee	
Equipment Fee	
Installation Fee	
Deposit	

Other Charges:

Domain Registration & Renewal	
Domain Registration & Web Hosting (500MB)	
Static IP Address	
Web Hosting per 100MB	

Required Documents for Residential Customer: ☐ Copy of ID / Passport ☐ PIN Certificate

CUSTOMER DECLARATION:

1. There will be an agreement between TELKOM KENYA LIMITED and the Applicant before the internet service is provided
2. If any of the information provided is found to be false, either before or after service is provided, the agreement will be deemed to have come to an end without notice and/or further formalities and all benefits accruing to TELKOM KENYA LIMITED redeemed
3. Service will be provided only where / when service is available, subject to a satisfactory Customer Site Visit
4. Installation will be effected only after receipt by TELKOM KENYA LIMITED of payment of full installation fee
5. Broadband service is a best effort service and TELKOM KENYA LIMITED will always aim to provide the best and most reliable service possible
6. The minimum contract period for postpaid customers shall be one year
7. I / We understand that in the event that the account remains not topped up for a period of 90 days from last recharge (Prepaid Service) & 60 days from suspension of the account (Postpaid Service), TELKOM KENYA LIMITED reserves the right to disconnect/terminate the service. The applicant will be required to make a new application for the service upon disconnection of the service
8. The usage of the service is subject to fair usage policy
9. Terms and conditions are applicable on signing this form. They are also available online or at any Customer Experience Centre

Customer Name		Designation	
Customer Signature		Date	dd /mm /yyyy
Sales Agent		Sales Agent Signature	