



PLEASE COMPLETE & FAX BACK TO 0866197233

Thank you for choosing IT Dsl for the service options below.

Please tick the required services to ensure a smooth transaction we require the following details from you.....

ADSL Order Form

Month/s	2 gig <input checked="" type="checkbox"/>	3 gig <input checked="" type="checkbox"/>	5 gig <input checked="" type="checkbox"/>	7 gig <input checked="" type="checkbox"/>	10 gig <input checked="" type="checkbox"/>	DISC	Emails
<input type="text" value="1"/>	R158.00 <input type="checkbox"/>	R237.00 <input type="checkbox"/>	R395.00 <input type="checkbox"/>	R553.00 <input type="checkbox"/>	R790.00 <input type="checkbox"/>	0%	1
<input type="text" value="3"/>	R154.84 <input type="checkbox"/>	R232.26 <input type="checkbox"/>	R387.10 <input type="checkbox"/>	R541.94 <input type="checkbox"/>	R774.20 <input type="checkbox"/>	2%	2
<input type="text" value="6"/>	R151.69 <input type="checkbox"/>	R227.52 <input type="checkbox"/>	R379.20 <input type="checkbox"/>	R530.88 <input type="checkbox"/>	R758.40 <input type="checkbox"/>	4%	4
<input type="text" value="12"/>	R148.52 <input type="checkbox"/>	R222.78 <input type="checkbox"/>	R371.30 <input type="checkbox"/>	R519.82 <input type="checkbox"/>	R742.60 <input type="checkbox"/>	6%	4
<input type="text" value="24"/>	R145.36 <input type="checkbox"/>	R218.04 <input type="checkbox"/>	R363.40 <input type="checkbox"/>	R508.76 <input type="checkbox"/>	R726.80 <input type="checkbox"/>	8%	6

Please add Email addresses @ R20 per email address per month

Modem Monthly Cost

Months	Modem 1 <input checked="" type="checkbox"/>	Modem 2 <input checked="" type="checkbox"/>	Modem 3 <input checked="" type="checkbox"/>
<input type="text" value="1"/>	NA	NA	NA
<input type="text" value="3"/>	R 116.67 <input type="checkbox"/>	R 203.34 <input type="checkbox"/>	R 271.67 <input type="checkbox"/>
<input type="text" value="6"/>	R 58.34 <input type="checkbox"/>	R 101.67 <input type="checkbox"/>	R 135.84 <input type="checkbox"/>
<input type="text" value="12"/>	R 29.17 <input type="checkbox"/>	R 50.84 <input type="checkbox"/>	R 67.92 <input type="checkbox"/>
<input type="text" value="24"/>	R 14.59 <input type="checkbox"/>	R 25.42 <input type="checkbox"/>	R 33.96 <input type="checkbox"/>

Email Addresses

Please type the email addresses you would like below. If the email address you would like is not available we will try the alternatives that you specify.

All addresses will be @itdsl.co.za. So if you fill in "john" as your email address, it will be john@itdsl.co.za

	Desired Email Address	Alternative 1	Alternative 2
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Note: XX months cancellation in writing • Vat Inclusive • Paid in Advance • Upgradeable

Debit Order Form & Client Particulars

Company Name:			
Company Reg. No:		Company Vat No:	
Tel No's		Fax No:	
Postal Address:			
Physical Address:			
Contact Person Details		Cell No:	
E-mail:			

I, the undersigned, hereby authorise IT Outlook cc t/a IT Dsl to debit my account, detailed below on the first working day of the relevant calendar month(s) for services provided by IT Dsl. In so doing, I agree to the terms and conditions as set out in the **Service Contract and Terms and Conditions which is available on www.itoutlook.co.za.**

The debit order may be reversed upon the submission of a written notice (as specified per cancellation period on order form).

Debit Order Option	<input type="checkbox"/> Monthly <input type="checkbox"/> Annual (10% discount applies)			
Account Holder:				
Type of Account (4):	<input type="checkbox"/> Current	<input type="checkbox"/> Savings	<input type="checkbox"/> Transmission	<input type="checkbox"/> Credit Card
Credit Card Expiry Date:		3 digit Auth Code:		
Account / Cr Card No:				
Branch:		Branch Code:		
Bank:				

Signature of authorized official:

Company Stamp:

Signed at (Place) _____ on _____ of _____ 200_____



Service Contract

Clients using our services are subject to compliance with the terms and conditions set forth below. Under the terms of this agreement, your acceptance of **IT Outlook** services is an acknowledgement that you have read and understood this agreement, and that you agree to be bound by the terms and conditions below. If you do not wish to be bound by these terms and conditions, you should not proceed to engage **IT Outlook** services.

1. USER CONDUCT

Services may only be used for lawful purposes. Any use of these services which violates national or international laws which may apply to, your local jurisdiction, or any jurisdiction that you or your site may be subject to is strictly prohibited.

While using the service, you may not:

- A. Post or transmit any unlawful, threatening, abusive, libellous, defamatory, obscene, offensive, indecent, pornographic, profane, or otherwise objectionable information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any national or international law, including without limitation laws protecting intellectual property including copyright, trademark, trade secret, misappropriation and anti-dilution laws;
- B. Post, publish, transmit, reproduce or distribute any information or software which contains a virus or other harmful component;
- C. Post, publish, transmit, reproduce, distribute or in any way exploit any information, software, or other material obtained through the service for commercial purposes (other than as expressly permitted by the provider of such information, software, or other material);

2. CHARGES

- A. Usage charges will be calculated in accordance with the Rate Schedule (Price Matrix).
- B. The charge for the subscriber's entitlement to use the service on a monthly basis is a monthly fee, which is payable monthly in advance by the subscriber of **IT Outlook**. A valid debit order must be submitted to **IT Outlook** within 7 days of placing the order.
- C. The charge for the subscriber's entitlement to use the service on an annual basis is payable in full in advance by the subscriber to **IT Outlook** within 21 days of placing the order. Should the client decide to cancel the subscription a refund will be made to the client on a pro rata amount basis for time not used.
- D. **IT Outlook** reserves the right to adjust service charges at their sole discretion and for any top up or annual charges.
- E. It is the policy of **IT Outlook** to provide subscription only on the basis of a debit order on a bank or credit card account.
- F. A rejected debit order will accrue an additional handling fee of **R70** to the outstanding amount.

3. TERMINATION

The agreement shall continue indefinitely and shall be terminable on the expiry of written notice as specified on the order form relevant to each particular service offered given by the user to **IT Outlook** or one months written notice by **IT Outlook** to the other party.

4. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless **IT Outlook** from any and all liability, penalties, losses, damages, costs, expenses, attorneys' fees, causes of action or claims caused by or resulting indirectly from your use of the service which damages either you, **IT Outlook**, or any other party or parties without limitation or exception. This indemnification and hold harmless agreement extends to all issues associated with your account, including but not limited to domain name selection and Web site content.

5. REFUSAL OR DISCONTINUANCE OF SERVICE

IT Outlook reserves the right to refuse or discontinue all or part of the service without notice to anyone if you engage in any conduct or activities that **IT Outlook** in its sole discretion believes violates any of the terms and conditions in this agreement. **IT Outlook** shall have no responsibility to notify any third-party providers of services, merchandise, or information, nor any responsibility for any consequences resulting from such discontinuance or lack of notification. You agree that **IT Outlook** has the right to monitor the service electronically from time to time and to disclose any information as necessary to satisfy the law, or to protect itself or its subscribers. **IT Outlook** reserves the right to refuse to post or to remove any information or materials, in whole or in part, that, in its sole discretion, are unacceptable, undesirable, or in violation of this agreement.

6. UNDERTAKING BY CLIENT

The client undertakes that it shall not for a period of 24 (twenty four) months, regardless of any cancellation of this Agreement, and whether for reward or not, directly or indirectly, employ any employee of **IT Outlook** to undertake services of the same or similar nature to the Services or similar to the services supplied by **IT Outlook**.

7. NO WARRANTIES

IT Outlook makes no warranties or representations of any kind for the services being offered. The service is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, non-infringement, or implied warranties of merchantability or fitness for a particular purpose. No advice or information given by **IT Outlook** or its agents or employees shall create a warranty. **IT Outlook** provides no warranty that the service will be uninterrupted or error free or that any information, software or other material accessible on the service is free from viruses or other harmful components. Under no circumstances shall **IT Outlook** be liable for any direct, indirect, special, punitive, or consequential damages that result in any way from your use of or inability to use the service, or for third parties' use of the service to access your Web space, or to access the Internet or any part thereof, or your or any third parties' reliance on or use of information, services, or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation or transmission, or any failure of performance. If you are dissatisfied with **IT Outlook** service or any of its terms, conditions, rules, policies, guidelines, or practices, your sole and exclusive remedy is to discontinue using the service. You understand that by placing information on **IT Outlook** servers that such information becomes available to all Internet users and that **IT Outlook** has no way of limiting or restricting access to such information or protecting such information from copyright infringement. You assume total responsibility and risk for your use of **IT Outlook** servers and the Internet. It is solely your responsibility to evaluate the accuracy, completeness, and usefulness of all opinions, advice, services and other information, and the quality and merchantability of all merchandise provided through **IT Outlook** or on the Internet generally.

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8. IDENTIFICATION INFORMATION

You agree, as the person legally responsible for use of this account, to supply **IT Outlook** with a current and truthful name, postal address and telephone number for our records, and you have a continued obligation to keep this information current. You also agree that you are an authorised user of any credit card that you supply to us and agree that we have an obligation to fully investigate any possible fraudulent credit card use.

9. NO INTERFERENCE WITH OPERATION OF SYSTEM

You agree not to maliciously or intentionally interfere with the proper operation of the system, including but not limited to defeating identification procedures, obtaining access beyond that which you are authorised for, and impairing the availability, reliability, or quality of service for other customers. You further agree not to interfere with the proper operation of other systems reachable through the Internet, including any attempt at unauthorised access. You agree to follow the Acceptable Use Policy of any network or service you connect to.

10. SECURITY

You agree that if any security violations are believed to have occurred in association with your account, IT Outlook Services has the right to suspend access to the account pending an investigation and resolution. You also agree that IT Outlook has the right to co-operate in any government or legal investigation regarding any aspect of our services, including services sold to you. Any use of our system to engage in software piracy or other violations of law will result in account suspension and be immediately reported to the appropriate authorities.

11. BACKUP OF DATA

Your use of the service is at your sole risk. **IT Outlook** is not responsible for files and data residing on your account. You agree to take full responsibility for files and data transferred and to maintain all appropriate backup of files and data stored on IT Outlook servers.

12. TRANSMITTAL OF MATERIALS

You agree not to transmit unsolicited or prohibited advertising or other harassing or illegal materials through electronic mail or other Internet media.

13. PAYMENT

You agree to supply appropriate payment for the services received from **IT Outlook**, in advance of the time period during which such services are provided. You agree that all setup fees are non-refundable once setup is completed. You agree that until and unless you notify **IT Outlook** of your desire to cancel any or all services received, those services will be billed on a recurring basis. **IT Outlook** agrees that pro-rated refunds for unused time periods will be provided upon request, in the event of account termination in writing. Annual increases of no more than 10% will be automatically billed from the 1st February each year written notice will be given.

14. PRIOR AGREEMENTS

This agreement supersedes any written, electronic, or oral communication you may have had with **IT Outlook** or any agent or representative thereof, and constitutes the complete and total agreement between the parties.

15. SEVERABILITY

If any provision of this agreement is determined to be invalid or unenforceable, all other provisions shall remain in full force and effect and said provision shall be reformed only to the extent necessary to make it enforceable.

16. ACKNOWLEDGEMENT

By placing and continuing to maintain services you are stating and acknowledging that you have read the aforementioned terms and conditions and that you understand such terms and conditions and agree to be bound by them.

A note to you, our Client

This is our account service contract. It is fairly standard legalese and necessary to protect all role players, including our clients, in an international market. Although it may sound harsh, rest assured that we have nothing but good intentions towards our customers. Like all of our policies, the contract is designed to maximise the efficiency and quality of our service for all clients.

For further information please contact our support team at:
Admin Office [Accounts]
0860 10 36 73

