



18 Blackbird Road, Noordhoek • P.O.Box 288 Noordhoek, 7979 • Tel: 0861 414243 • Fax: 0861 100036 • info@lando.co.za

## Service Request Form

### Client Details

#### Contact Details

Title \_\_\_\_\_ First Name \_\_\_\_\_ Last Name \_\_\_\_\_

ID Number \_\_\_\_\_

Postal Address \_\_\_\_\_ Street Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postal Code \_\_\_\_\_

Postal Code \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Email \_\_\_\_\_ Mobile ( ) \_\_\_\_\_

#### Business (if applicable)

Business Name \_\_\_\_\_ Business Type (Pty, CC, etc) \_\_\_\_\_

Trading Name \_\_\_\_\_ Registration Number \_\_\_\_\_

Agent Code: \_\_\_\_\_ VAT Number \_\_\_\_\_

Where did you hear about Lando? Please specify where appropriate.

- Google \_\_\_\_\_  
 Newspaper \_\_\_\_\_  
 Referral \_\_\_\_\_  
 Other \_\_\_\_\_

### Payment details

#### Debit Order

Bank \_\_\_\_\_ Branch \_\_\_\_\_

Account Type \_\_\_\_\_ Branch Code \_\_\_\_\_

Account Number \_\_\_\_\_

#### Credit Card

Card Type \_\_\_\_\_ Expiry Date \_\_\_\_ / \_\_\_\_

Card Number \_\_\_\_\_ Cvv No \_\_\_\_\_

**Only VISA or Master cards will be accepted.**

**Please Note: No American Express or Diners Cards will be accepted.**

I \_\_\_\_\_ (Bank Acc. Holder) in my capacity as \_\_\_\_\_

Authorize Emor Trading No 14 CC trading as iTTCONNECT Lando (or it's collections agent) (hereafter the Company) to withdraw against my/our account(s) with the above mentioned bank (or any other bank or branch to which I/we transfer my/our account(s), on the 1st of the month, the amount necessary for **advance payments** of subscription to the different internet services specified. All such withdrawals from my/our account(s) by the Company shall be treated as though they had been signed by me/us personally. This authority may be cancelled by giving **30 days written notice**. I/We understand that I/we shall not be entitled to any refund of amounts which the Company had withdrawn while this authority was in force if such amounts were legally owing to the Company.

Signature(s) as authorised \_\_\_\_\_ Date: \_\_\_\_\_

**I HAVE READ/UNDERSTOOD AND ACCEPT THE OPTIONS/TERMS AND CONDITIONS OF THIS AGREEMENT**

**TERMS AND CONDITIONS OF AGREEMENT**

By signing this agreement, I hereby enter into a legally binding agreement with the Company on the terms and conditions contained herein and shall be liable to the Company for the amounts contained herein on or before the first day of each month or quarter as the case may be. No leniency or extension of time granted to me by the Company in paying the amounts due in terms of this agreement shall be construed as a waiver of the rights of the Company under this agreement. This agreement may be terminated by giving **30 days written notice**. Increases in Telkom rates shall be for the clients' account. Subscription rates for services may be changed at our discretion, giving 30 days notice. The Company does not guarantee uninterrupted supply of the service beyond our control, nor do we take responsibility for customer data on public or private networks. Clients are advised to install firewalls for their own protection. The company shall not be liable for any claims or damages arising from any deficiency of any nature whatsoever in the service supplied, whether such claims or actions arise from the negligent or wilful acts or omissions of the Company, its servants or agents. Access may not be sublet. There will be no refunds of subscriptions already paid to us. All invoices will be delivered via email. Clients may request hardcopy invoices by normal mail at an additional charge. Terms and conditions are subject to the company's Acceptable Usage Policy, and may be viewed at [www.lando.co.za](http://www.lando.co.za).



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**INTERNET ACCESS APPLICATION**

TELKOM ADSL							
Service	Data only		384K line**		1024K line**		4096K line**
1 GB	R 59		R 199		R 299		R 425
Each additional GB	R 59						
1 GB Lite	R 39		R 199		R 299		R 425
Each additional GB	R 39						

ADSL UNCAPPED		
384K line Data Only	R 219	
**384K line Data + Line	R 349	
1024K line Data Only	R 399	
**1024K line Data +Line	R 649	
4096K line Data Only	R 559	
**4096K line Data + Line	R 859	

ADDITIONAL SERVICES		
Standard ADSL Router	FREE*	
Wireless Router upgrade	R75	
<b>Set Up charge ( incl FREE Router )</b>	R 395	
* FREE with Telkom line		

Telephone number on which you require ADSL (    ) \_\_\_\_\_

Transfer existing ADSL line from Telkom  YES  NO

ADDITIONAL SERVICES					
Additional email accounts	R15		IMAP access to mailbox	R25	
Email only (25MB)**	R29		Authenticated SMTP	R25	
			Premium antivirus & spam scanning	R15	

\* Special prices only valid for first 3 months.

\*\* R 395.00 set up INCLUDES a standard router with the ADSL line options.

Preferred email address: \_\_\_\_\_

• The primary email address will be used for communication as well as invoices unless otherwise specified.

Client signature: \_\_\_\_\_ Date: \_\_\_\_\_ Client Code: \_\_\_\_\_

Agent Code: \_\_\_\_\_

## DOMAIN APPLICATION

**Domain Name:** \_\_\_\_\_

### HOSTING OPTIONS

LINUX				WINDOWS			
Disk space	POP3 email accounts	Fees		Disk space	POP3 email accounts	Fees	
50 MB	1	R39		50 MB	1	R49	
250 MB	5	R59		250 MB	5	R79	
500 MB	15	R89		500 MB	15	R110	
1 GB	25	R150		1 GB	25	R225	

### ADDITIONAL SERVICE

Additional email accounts	R15		Shared SSL certificate	R65	
Premium antivirus & spam scanning	R15		Full SSL certificate	R150	
Authenticated SMTP	R25		Extra database	R15	
IMAP access to mailbox	R25		Extra database user account	R15	
Statistics and graphs	R15		Extra FTP user account	R15	
Basic Web Design Package	R339pm		Domain pointing	R9	
Premium Web Design Package	R479pm				
Platinum Web Design Package	R759pm				

- Please check whether the domain is available for registration.
- Please note that the following additional costs are applicable to domains:
  - Domain Registrations @ R250
  - Renewals .co.za @ R125 and .com @ R250
  - Transfers .co.za @ R 0 and .com @ R250
- A 24 months minimum subscription will apply to all Web Design Packages and accounts cancelled within 24 months will be liable for the full outstanding amount.
- Web Design Packages include domain registration, renewal, setup, hosting and design.

Comments \_\_\_\_\_

Client signature: \_\_\_\_\_ Date: \_\_\_\_\_ Client Code: \_\_\_\_\_  
Agent Code: \_\_\_\_\_