

# application form

## Dial-Up for Home

Orange Dial-Up  
dial number is  
312 12 99  
please use Dial-Up  
installation cd to  
configure your Internet  
settings

### subscriber details

please complete in block letters

subscriber/company : .....  
 other name(s)/represented by : .....  
 authorised signatory (mr/mrs/miss) : .....  
 ID no./registration no: ..... profession or calling : .....  
 address : .....  
 mobile for receiving SMS alert\* : .....

### contact details

contact name : .....  
 tel/mobile no. : ..... fax no.: ..... email: .....

### your Dial-Up Internet solutions

package	hours on package/month	Internet access fee	package tariff	tariff for additional min.**	please tick ✓
3H***	3 hours	Rs 100	n/a	Rs. 0.65/min	<input type="checkbox"/>
12H	12 hours	Rs 100	Rs 250	Rs. 0.50/min	<input type="checkbox"/>

note : all prices are excluding 15% VAT. Internet access fee is VAT exempted  
 \*\* for additional consumption over and above the no. of hours on package  
 \*\*\* unused minutes are not carried forward with this offer

### Dial-Up Internet access

login (username) :          
 Dial-Up password :

In case the application is not made in person, please specify below how you wish to receive your access codes.

email address : .....  
 or postal address : .....

### portability

a. billing telephone no. : .....  
 (for Internet access Dial-Up, email and Internet codes communication charges)

for office use only	
officer	
rbs	
ems	
gaia (p)	
gaia®	
technical	
due (Rs)	
cd deliver	
codes	
pending reasons	

\*Telecom Plus is authorised to send SMS to inform the customer of any planned and/or unplanned outage and its progress.



b. do you wish to have portability? :  yes  no  limited

if limited portability, please specify access telephone number(s) :

1. .... 2. ....  
3. .... 4. ....

**your emails**

Telecom Plus provides you with 1 free email address of type username@orange.mu

email addresses (6 to 25 characters)	password (min. 6 characters)
additional mail box - Rs 50* each per month	

\*Prices are VAT exclusive.  
\*\*Telecom Plus is authorised to send SMS alert to inform the customer of any planned and/or unplanned outage and its progress.

note: Password "12345" is not allowed. Pick a safe password. Try a mix of uppercase, lowercase and numeric characters. It is recommended to change your email password regularly. This can be done on <http://www.orange.mu> for orange.mu users.

**Internet software and/or modem installation (optional)**

Tariff : Rs 1000(VAT excluded)/hr. Customers must already have necessary hardware and software (e.g Windows XP is not provided by Telecom Plus).

**conditions**

1. An authorisation note and a copy of ID card of owner are required if the telephone line is not registered under the name of the applicant.
2. All communication charges are rounded off to the nearer higher minute. All rates include the national telephone communication charges.
3. Minimum period of subscription (3) three calendar months for Dial-Up access.
4. The customer shall protect the secrecy of the login and / or email address and/or password assigned to him at all times and shall ensure that the same is not revealed or disclosed in any manner whatsoever to any persons whomsoever. The customer shall be fully responsible for and shall bear all charges, losses, or damages arising from any use of his email address and/or password howsoever the same may arise. To maintain the secrecy of your account, we recommend you to change your Dial-Up password online regularly.
5. You will be billed rental and package for Dial-Up Internet access in advance on your Mauritius Telecom telephone bill and billing shall take effect as from the 1st to the 31st of each month.
6. All applicants are required to indicate their choice of any one of the packages. Billing will be made on the telephone number specified on the application form.
7. Any change in the designated billing telephone number or charges shall be notified in writing to Telecom Plus one month in advance where applicable. Changes will take effect on the first day of the next month.
8. The customer shall be allowed to carry forward all the unutilised time left on their package to the next coming month. The unutilised time shall cumulate with the time allocated through the monthly subscription. However, in case of upgrade and downgrade of package, minutes unused will not be carried forward. This feature is not applicable for Dial-Up 3H.
9. The customer shall promptly inform the company of any complaints arising from the use, access, and provision of the Service or Software. The customer shall within three months from the date the customer is aware or made aware of the problem, report any complaint to Telecom Plus. The company shall not entertain any complaint which is in relation to any problem which arose beyond the delay stipulated in this Clause.
10. In case of termination of the customer's telephone subscription by Mauritius Telecom, the customer shall promptly inform the company.
11. Termination of internet account will be effective in the last date of the next month from the date of receipt of customer's request.

note : Telecom Plus will use reasonable endeavours to create login and passwords within 48 hrs day from reception of your application form duly filled and signed. Customers shall therefore expect that their service shall be operational and their monthly rental effective as from the dates agreed with Telecom Plus. However, Telecom Plus has no liability for any failure to meet any date.

I/we hereby agree that this application is subject to the Dial-Up Terms and Conditions of Telecom Plus. I/we hereby confirm that I/we have read, understood and agreed to be bound by the said Terms and Conditions. I/we hereby certify all the above information is correct and that I/we are legally bound as in the Terms and Conditions.

signature: ..... date: .....

full name (block letters): .....

**directory listing**

Your email addresses together with your physical address details and phone number may be listed in both the Mauritius Telecom Directory and the electronic directory free of charge.

- a. Telecom Plus declines all responsibility if someone reproduces, or otherwise uses, for commercial purposes the information provided by Telecom Plus.
- b. Telecom Plus declines all responsibility if someone resells or commercially exploits the names, addresses or any data obtained by use of the directories.
- c. Telecom Plus reserves the right to remove any data from its clients database at any time and for any or no reason.

Should you wish not to be included in those two directories please tick the following box

customer care  
phone us on 8900 for assistance  
fax: (230) 208 5057 - email: [contact@orange.mu](mailto:contact@orange.mu)  
website: [www.orange.mu](http://www.orange.mu)  
Telecom Tower, Edith Cavell Street, Port Louis