

PARAGON CELLULAR Technical Support Request Form



Sales Consultant's Name _____

TEL: (011) 316 1650 ALL QUERIES FAX:(0865) 414 977 ALL QUERIES Techsupport erna@autopage.biz

Name:			
Phone Number:			
Address:			
NATURE OF REQUEST			
Signal Test	Vodacom	MTN	iBurst
Initial set up			
Routine maintenance			
Load / Update antivirus			
Clean / Repair system			
Hardware related			
Software related			
E-mail issues			
Internet issues			
Other:			

Terms and Conditions:

Please note that the call out is free as long as the problem is related to the modem's hardware or software. Any 3rd party** related problem will be charged at the following rates (**regardless of the outcome**)

1. R200 per hour inc. VAT (Individuals)
2. R200 per hour exc. VAT (Businesses and/or Companies)

Except for the following:

1. PC/laptop format (**client has to supply original software & drivers**) – R450
2. Virus scan and/or repair – R350

** 3rd party related problems can be any one of the following, but not limited to:

1. Operating systems
2. Anti-virus software
3. Any other software conflict that may have occurred
4. Hardware problems other than the modem
5. Any physical damage to PC/laptop
6. Antenna installations

Broadband Signal Test

If an adequate signal is found and the contract is signed up with the Autopage Technical Consultant at the client's premises, the signal test & initial setup will be free, otherwise a call out fee of R200 incl. VAT (R200 excl VAT. for business/company) will apply.

Please have the originals and copies of the following documents handy in order to avoid any delays with your application:

Individual Application:

1. Copy of Identity Document
2. Proof of income (minimum salary R3800 for 1 data line and R8000 for 2 data lines).

Salary advice (carbon copy or payroll generated) OR recent 3 months bank statements OR 1 month credit card statement (Internet statements will be accepted if accompanied by a processed cheque).

3. Please note that only 1 line will be granted if a credit card statement is used as the **only** proof of income (individuals only).
4. Copy of utility (any account reflecting your postal address).
5. Proof of banking details (**please note that a debit order is mandatory**)

Business/Company Application:

1. Copy of registered member(s) identity document
2. Proof of banking details (processed cheque). **Please note that a debit order is mandatory**
3. If the person signing is not a listed member, he/she will have to supply registration certificate with registered member(s) names
4. Companies younger than 2 years need to supply most recent 3 months bank statements (internet statements will be accepted if accompanied by a cancelled cheque)
5. Proof of address of the Company
6. **Company letterhead stating the contract required, signed by authorised member**
7. If a company has been liquidated or ceased to exist, we will require an affidavit from the new owner stamped by a commissioner of oaths

Client's signature

Sales Consultant's signature

Date