
Instructions for Conversion of your Normal Phone Line to ADSL

Congratulations for signing up for ADSL Internet Access with Tristar Technologies!

Please help us with the first step in getting you connected. You as the registered Telkom Line Owner have sole authority to have your line converted to accommodate ADSL.

What you need to do:

1. Call Telkom's Internet Department on 10215. Make sure you have your Telkom bill handy and the ID No. or Company Reg. No. of the registered Telkom account holder.
2. Press 1 (New Services) on the Telkom options menu.
3. Enter your ten digit telephone number followed by the hash key e.g. 0215551167#
4. Press 2 to for Technical Support, and then hold to speak to a Telkom Internet consultant.
5. The consultant will ask you for your ten digit phone number as well as the name of the registered account holder and verification details (i.e. ID No. or Company Reg. No).
6. Tell the consultant you are requesting a conversion of your line to ADSL at the exchange i.e. a manual DSL installation. No technician needs to be sent out to your premises (make sure this is clear as Telkom bills you for sending a technician out). Also make it clear to the consultant that you do not need Telkom ISP or a Telkom router.
7. The consultant will ask you for your ten digit telephone number and tell you that he/she is testing the line for ADSL compatibility.
8. Once this is done confirm the order for the conversion, also ask for his/her name and a reference number for your order (do not forget to ask for a reference as Tristar needs this to complete the installation).
9. Complete Tristar's ADSL Order and Account Details Form and your ADSL Subscription Contract IN FULL and email or fax it to us at support@tristar.co.za or 086 512 6992.
10. From here on we will deal with Telkom on your behalf and do all follow-ups and technical fault reports etc. We will call you with an installation date and to make further arrangements.
11. Once the installation is complete you will receive a monthly bill from Telkom for your line rental. This includes your telephone line and ADSL line component. You will also receive an ISP/ADSL ISP bill from Tristar Technologies for your bandwidth usage as per the package you will be subscribed to. Please see quotation for the package we have recommended to you.
12. As always please do not hesitate to contact us should ANYTHING above be unclear, we are here to help you make your internet connection painless and as cost effective as possible.