

## ADSL Installation and ADSL Modem Warranties

Dear Customer,

This note contains information you must be aware of concerning the installation of your service and the warranty on Telekom-supplied ADSL modems.

### ADSL Installation

Due to our large customer base we are unable to support the computers and networks of private individuals and companies.

If you have purchased a modem from us we will configure that and make it work with the service, however the setup of your computer and/or network (and its connection to the modem) is up to you. We provide only the ADSL service and we will demonstrate that it is working in your location using your modem (if you have purchased one from us, otherwise one of our modems) and our laptop computer. If you have provided your own ADSL modem, you have to set everything up yourself.

In short: we will not touch your computers or network.

The setup of computers, networks, printers etc. which are attached to the ADSL modem are your responsibility. If you or your firm are not able to perform the setup yourselves, you may call one of the computer firms listed below. The manuals supplied with the ADSL modem are well written and easy to understand.

<b>Daltron</b> Phone: Fax: Email:	(Recommended) 25100 25114 support@daltron.com.sb	<b>Datec</b> Phone: Fax: Email:	27009/27010 27011 sales@datec.com.sb
<b>Technisyst</b> Phone: Fax: Email:	38338 38340 technisyst@technisyst.com.sb	<b>C &amp; S</b> Phone: Fax: Email:	26008 24885 cands@solomon.com.sb

### Urgent ADSL Installation Service

ADSL installations time frame in Honiara is within 2-3 weeks provided you have a phone line. A premium 40% charge of the original installation fee will apply if customer requests Urgent ADSL Installation Service. Urgent ADSL Installation Service means having your ADSL service installed on the day of application. Application for Urgent Installation should be received between 8am and 10am on a business day. Applications received later than 10am will be completed on the next working day.

### ADSL Modem Warranties

Your modem is warranted by Telekom for 12 months from the date of installation. Within that period, Telekom will replace the modem with the same or closest available equivalent model. If the modem is replaced within the warranty period, the original warranty period remains and is not extended. The warranty on your modem is not transferable and if you give or sell the modem to another party, it is void.

Yours Sincerely,  
The Solomon Telekom Internet Services Team  
Free call 24000 or helpdesk@telekom.com.sb