

digital **indaba**

Account Management  
Questions and Answers



## Questions and Answers

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digitalindaba

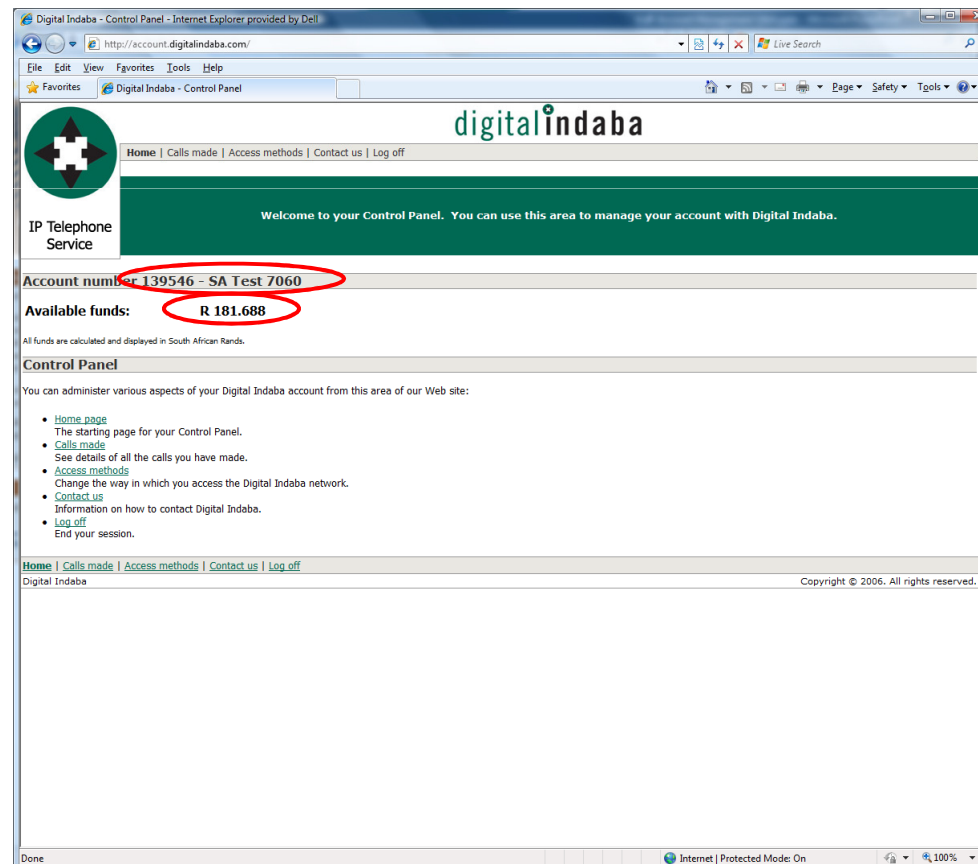
## Q: How do I logon onto the account management web site?

**A:** In an Internet browser go to the following web site <http://account.digitalindaba.com>, enter your account number and password and then click on the “Go to Control Panel >>” button.



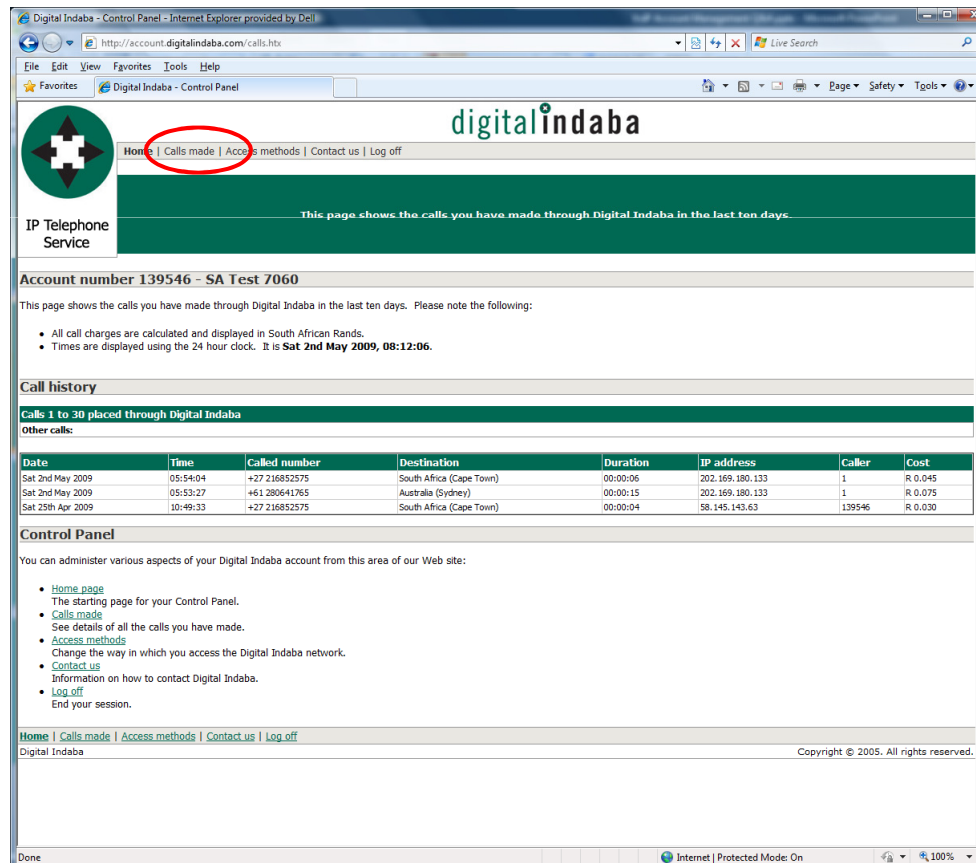
## Q: How do I check my account balance?

**A:** Log onto the account management web site and your account balance will be displayed next to Available funds. You will also see your account number and account or call shop name.



## Q: How do I check my call history?

**A:** Log onto the account management web site and click on the “Calls made” menu option at the top of the screen. All the calls made for the last 10 days can be viewed.



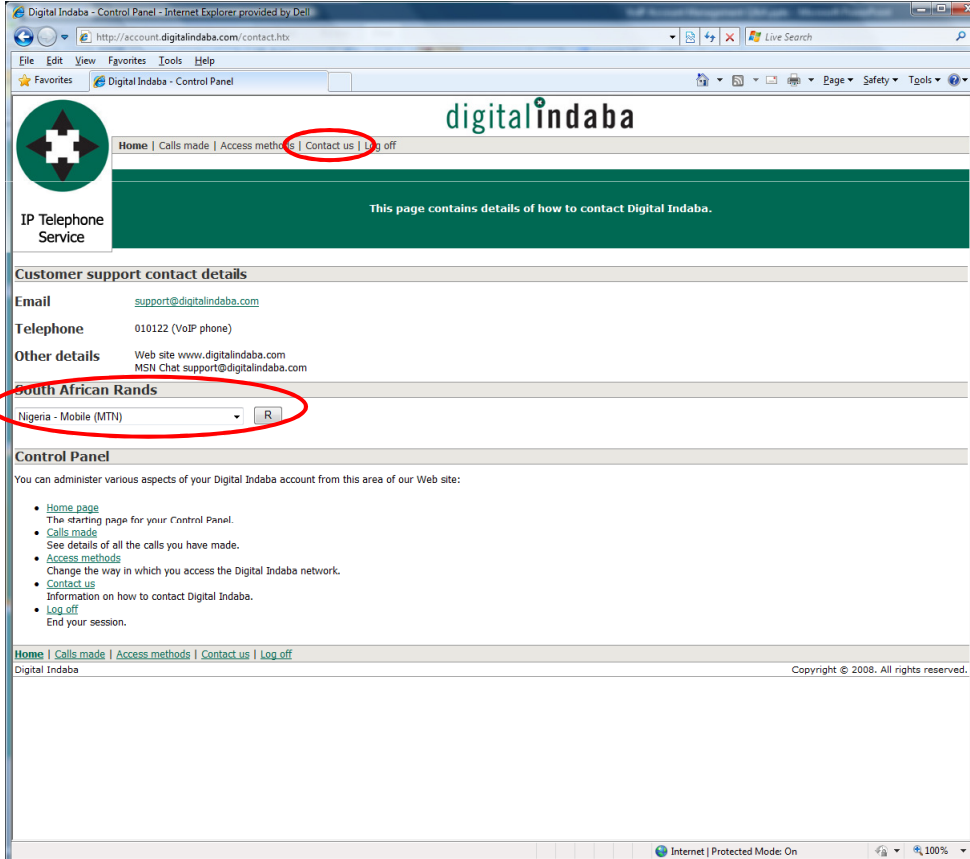
The screenshot shows the Digital Indaba account management web site. The 'Calls made' menu option is circled in red. Below the navigation bar, there is a section for 'IP Telephone Service' and a message: 'This page shows the calls you have made through Digital Indaba in the last ten days.' The account number is '139546 - SA Test 7060'. A note states: 'This page shows the calls you have made through Digital Indaba in the last ten days. Please note the following: All call charges are calculated and displayed in South African Rands. Times are displayed using the 24 hour clock. It is Sat 2nd May 2009, 08:12:06.' The 'Call history' section shows 'Calls 1 to 30 placed through Digital Indaba' and a table of 'Other calls'.

Date	Time	Called number	Destination	Duration	IP address	Caller	Cost
Sat 2nd May 2009	05:54:04	+27 216852575	South Africa (Cape Town)	00:00:06	202.169.180.133	1	R 0.045
Sat 2nd May 2009	05:53:27	+61 280641765	Australia (Sydney)	00:00:15	202.169.180.133	1	R 0.075
Sat 25th Apr 2009	10:49:33	+27 216852575	South Africa (Cape Town)	00:00:04	58.145.143.63	139546	R 0.030

The 'Control Panel' section provides instructions on how to administer various aspects of the account, including links to Home page, Calls made, Access methods, Contact us, and Log off.

## Q: How do I check my cost rate to each destination?

**A:** Log onto the account management web site and click on the “Contact us” menu option at the top of the screen. Use the drop down list box to select the destination you require and then click on the “R” button to view the cost rate.



The screenshot shows the Digital Indaba account management website in Internet Explorer. The browser address bar displays <http://account.digitalindaba.com/contact.htm>. The website header includes the Digital Indaba logo and a navigation menu with links for Home, Calls made, Access methods, Contact us, and Log off. The 'Contact us' link is circled in red. Below the header, a green banner states 'This page contains details of how to contact Digital Indaba.' The main content area is titled 'Customer support contact details' and lists contact information for Email (support@digitalindaba.com), Telephone (010122 (VoIP phone)), and Other details (Web site www.digitalindaba.com, MSN Chat support@digitalindaba.com). A section titled 'South African Rands' features a dropdown menu with 'Nigeria - Mobile (MTN)' selected and an 'R' button next to it, both circled in red. Below this is the 'Control Panel' section, which provides instructions on how to administer the account and lists links for Home page, Calls made, Access methods, Contact us, and Log off. The footer includes the Digital Indaba logo and a copyright notice: Copyright © 2008. All rights reserved.



## Contact Details

- Web site <http://www.digitalindaba.com>
- E-mail [info@digitalindaba.com](mailto:info@digitalindaba.com)
- MSN chat <support@digitalindaba.com>
- Free VoIP hotline 010122\*
- Fax number 086 638 8521
- Mobile phone +27 (0)87 751 3921

\* Once connected to our service