



digital **indaba**

Account Management
Questions and Answers



Questions and Answers

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digitalindaba

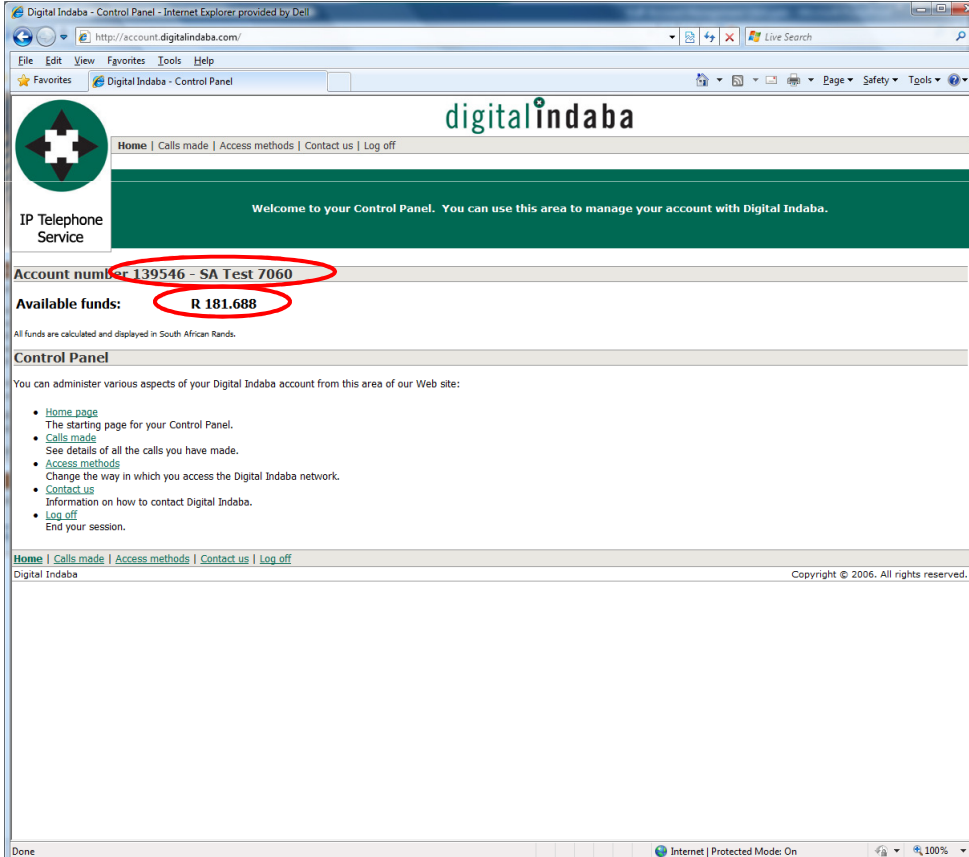
Q: How do I logon onto the account management web site?

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.



The screenshot shows a web browser window displaying the Digital Indaba account management page. The page features the Digital Indaba logo and navigation links. A green banner reads "Welcome to your Control Panel. You can use this area to manage your account with Digital Indaba." Below this, the account number "139546 - SA Test 7060" and available funds "R 181.688" are displayed. The available funds are circled in red. A "Control Panel" section provides a list of links for account management.

Account number 139546 - SA Test 7060

Available funds: R 181.688

All funds are calculated and displayed in South African Rands.

Control Panel

You can administer various aspects of your Digital Indaba account from this area of our Web site:

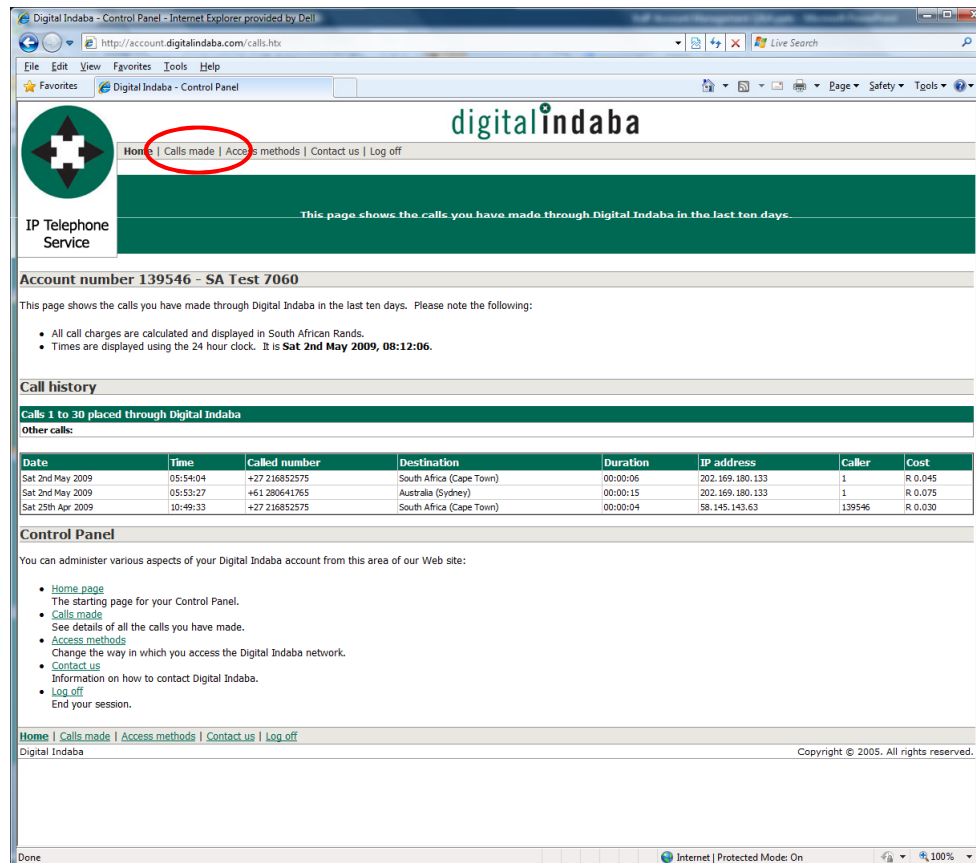
- [Home page](#)
The starting page for your Control Panel.
- [Calls made](#)
See details of all the calls you have made.
- [Access methods](#)
Change the way in which you access the Digital Indaba network.
- [Contact us](#)
Information on how to contact Digital Indaba.
- [Log off](#)
End your session.

Home | Calls made | Access methods | Contact us | Log off

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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.



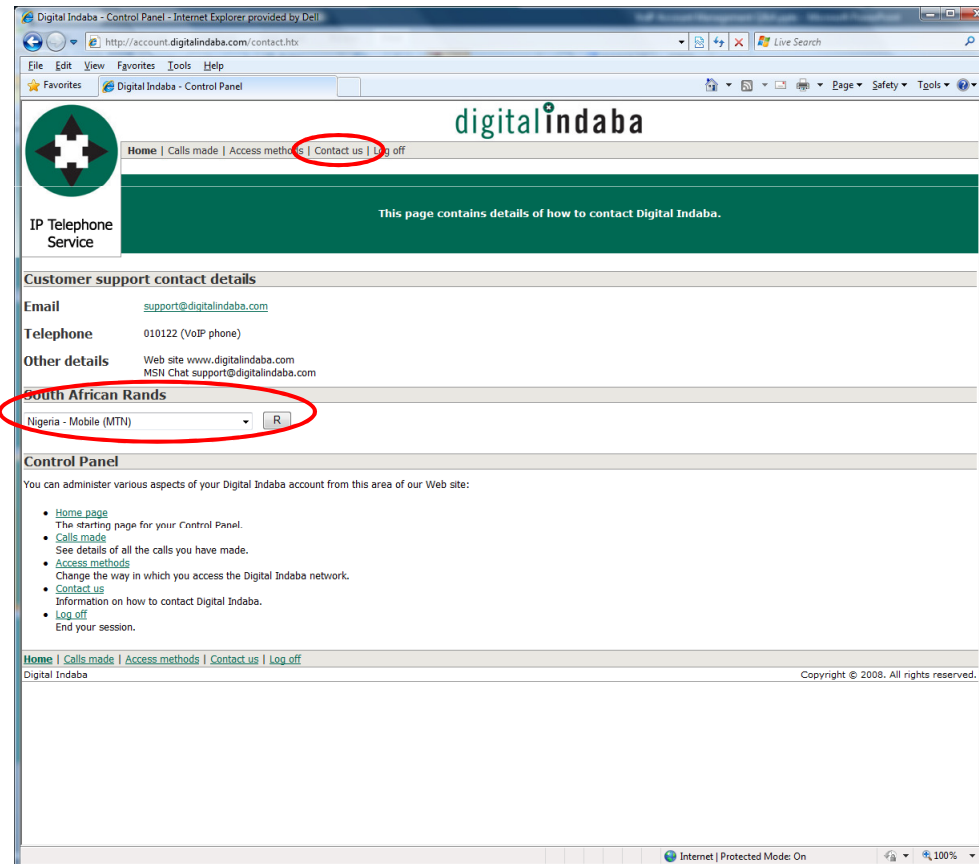
The screenshot shows the Digital Indaba account management web site. The 'Calls made' menu option is circled in red. Below the navigation bar, there is a section for 'IP Telephone Service' and a message: 'This page shows the calls you have made through Digital Indaba in the last ten days.' The account 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.





Contact Details

- Web site <http://www.digitalindaba.com>
- E-mail 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