



ZOOM FIBRE APPLICATION FORM

PROMO CODE _____

CUSTOMER/BILLING INFORMATION

Full Name _____ ID No _____

Stand Alone House Complex

Full Address of where installation/activation is to take place (if a complex, please put full complex details)

Unit Number _____ Complex Name _____

Street Number _____ Street Name _____

Landline Number _____ Mobile Number _____

Alternate Number _____ Email _____

SERVICE SELECTED

PACKAGE	STANDARD PRICE	SPEED MBPS	SELECT OPTION
GOACTIVE 20/20	R 295 PM	20/20	<input type="checkbox"/>
GOACTIVE 30/30	R 449 PM	30/30	<input type="checkbox"/>
GOACTIVE 50/50	R 619 PM	50/50	<input type="checkbox"/>
GOACTIVE 100/100	R 769 PM	100/100	<input type="checkbox"/>
GOACTIVE 200/200	R 889 PM	200/200	<input type="checkbox"/>
GOACTIVE 500/250	R 1029 PM	500/250	<input type="checkbox"/>

Pricing is inclusive of VAT; FREE Installation; FREE Activation; FREE to Use Wifi Router; No Long-Term Contracts; Billing is in advance month-to-month; Payment (Debit Order ONLY); Uncapped; Unshaped; NO Fair Usage Policy (No FUP); First payment due upfront on Activation of Service; Best Effort Solution, no credits for downtime; Orders cannot be processed without the Landlord/Land Owners Permission; All Re-installations/Moving of Equipment will need to be pre-approved by customer as Costs will be applicable depending on the nature of damage/move to Zoom Fibre Infrastructure; After-Hours Support Available – Weekdays 7 am to 10 pm / Public Holidays and Weekends 8 am to 2 pm

CUSTOMER ACCEPTANCE

Date _____

Signature _____



TERMS AND CONDITIONS

1. Free installation (if no previous installation has been done at the property).
2. Free Activation Fee, subject to a minimum of 6 months' stay. If a customer cancels prior to the minimum commitment of 6 months, a pro-rata bill for the activation fee will be issued and must be paid upon service cancellation.
3. Free to use router. If the service is cancelled, the router needs to be returned to Active Fibre's office at customer's own cost.
4. Credit Risk Checks will be done prior to processing of the application.
5. Month-to-Month Service.
6. Service is billable from the date of activation and billed in advance. For example, if you are activated in the middle of the month, such as November, you will receive a bill for the November period as well as the December period. Your first bill may be higher than the payments due in the future. Alternatively, if you prefer activation on the 1st, except if the 1st falls on a weekend, we can request a future date for activation.
7. Payment is due upon receipt of the invoice.
8. Non-payment does not constitute service termination; billing continues until one calendar month's written notice of cancellation is provided. Any outstanding fees and current fees on the account will still be due to Active Fibre.
9. Services that are suspended still incur a cost and will be billed and must be paid.
10. A suspended account will carry a R150 Reactivation fee plus outstanding amounts before we can unsuspend services.
11. A debit order returned / refer to drawer will be billed to customer if any debit orders are returned as unpaid – the rate for this is R150 which needs to be paid before activation can be processed.
12. All services are uncapped and unshaped.
13. No FUP (Fair Usage Policy).
14. All upgrades and downgrades occur from the 1st of a new month. Please ensure requests are submitted before the end of the month.
15. One calendar month's written cancellation notice is required. Cancellations should be emailed to accounts@activefibre.co.za.
16. Active Fibre, our Network Partners, or contractors will not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the use or inability to use any of the Services or for the cost of procurement of substitute services.
17. Active Fibre is not responsible for the quality of wireless router coverage. A third-party contractor can be called to the site at their rates to assist with LAN and wireless coverage issues. This is at the customer's personal expense.
18. All home solutions require a self-installation of the wireless router (the wireless router will be pre-configured before delivery). Telephonic assistance will be provided if required.
19. A Wi-Fi router is included in all Fibre to the Home offerings, and if the service is cancelled, the router needs to be returned to Active Fibre's office.
20. When moving from one property to another, the existing service requires one calendar month's written notification to be sent to home@activefibre.co.za. Please note if you move and haven't provided a proper notice, there will be a bill until the end of the calendar month notification PLUS an additional rate for the new property when service is activated. NB! Please make sure cancellations are mailed through timeously to avoid the double charge.
21. If moving a) a feasibility check for the new home needs to be done to ensure that a service can be offered. If feasible, a new application needs to be completed in order for us to process the application of services for the new address.
22. Missed appointments for installations will result in penalties.
23. Speeds and uptime are not guaranteed. This is a Best Effort Service, and no credits will be provided for any downtime.
24. For any new or re-installations done at your property, please make sure if there is a problem with the installation to notify us via email home@activefibre.co.za within 2 months of installation – NB! We need to know in order to get it resolved. Any mails after this period can be mailed but costs will
25. NB! Fibre / Broadband services are best-effort services, and downtime may occur due to various factors, including but not limited to network incidents, maintenance on infrastructure, a break in fibre, equipment failure, weather-related issues, or vandalism, etc. Both Active Fibre and the Fibre Network Operator (FNO) will not be liable and will not reimburse/substitute or credit for any downtime as any Broadband Fibre to the Home service is a Best Effort Service.
26. Please review our Terms and Conditions and AUP (Acceptable Usage Policy) on our website: www.activefibre.co.za.

Signed at _____ on this _____ day of _____

Terms and conditions are subject to change from time to time. Latest version available at <https://www.activefibre.co.za/compliance/ftth-terms-and-conditions/>

I have read and accepted the terms and conditions.

Full name

Date

Position in Company if Company Account

Signature



PAYMENT TERMS - DEBIT ORDER ONLY

Authority and Mandate for payments Instruction: Electronic and Written Mandates

Given By (Account Holder) _____ Contact Number _____

Address _____

Bank Name _____ Branch & Code _____

Account Number _____ Amount _____

Account Type (eg. Cheque, Savings) _____ Date _____

This debit order should be processed on the 1st, 15th, 20th or 25th of every month.

Abbreviated Name as Registered with the Bank: **ACTIVE FIB**

This signed Authority and Mandate refers to our contract dated _____ ("the Agreement").

I / We hereby authorise you to issue and deliver payment instructions to your Banker for collection against my / our abovementioned account at my / our above-mentioned Bank (or any other bank or branch to which I / we may transfer my / our account) on condition that the sum of such payment instructions will never exceed my / our obligations as agreed to in the Agreement and commencing on _____ and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of not less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address as indicated above.

The individual payment instructions so authorised to be issued must be issued and delivered as follows: monthly. In the event that the payment day falls on a Sunday, or recognised South African public holiday, the payment day will automatically be the preceding ordinary business day.

I / We understand that the withdrawals hereby authorized will be processed through a computerized system provided by the South African Banks and I also understand that details of each withdrawal will be printed on my bank statement. Each transaction will contain a number, which must be included in the said payment instruction and if provided to you should enable you to identify the Agreement. A payment reference is added to this form before the issuing of any payment instruction.

Mandate

I / We acknowledge that all payment instructions issued by you shall be treated by my / our above-mentioned Bank as if the instructions have been issued by me/us personally.

Cancellation

I / We agree that although this Authority and Mandate may be cancelled by me / us, such cancellation will not cancel the Agreement. I / We shall not be entitled to any refund of amounts which you have withdrawn while this Authority was in force, if such amounts were legally owing to you.

Assignment

I / We acknowledge that this Authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

Signed at _____ on this _____ day of _____

(Signature as used for operating on the account)

_____ Agreement reference number is _____ (Assisted by)

Upon activation of service, a pro-rata amount will be invoiced and debited within 1 to 2 days. Kindly ensure that sufficient funds are available to avoid any payment issues. Please note, in the event of a debit order rejection, an administration/reactivation fee of R79.99 (incl. VAT) will apply. Services will only be reactivated once full payment has been received.

Additionally, as services are bandwidth-provisioned, monthly charges will still apply during any suspension period, and payments will remain due. Please note that no credits will be issued for any service downtime during suspension.



LANDOWNER CONSENT FOR INSTALLATION OF ZOOM FIBRE EQUIPMENT

I/We, _____

ID No/Company Reg No: _____

In my/our capacity as the registered owner/s, duly authorized representative/s of the registered owner/s of the property known as:

hereby grant/s the tenant, known as: _____

permission to **Zoom Fibre** equipment on the premises and for future usage of the installed equipment for the telecommunication/communication purposes. The Fibre equipment is the property of Zoom Fibre and not to be removed or repaired by any other parties other than Zoom Fibre and their approved Contractors.

The Landowner/Customer acknowledges that ownership of the Fibre equipment will always remain vested in the Tenant and/or its associated companies. The Landowner/Customer consents not to attach such wireless equipment and relinquishes its right to the "Landlord's Hypothec".

All equipment has been approved by the Independent Communications Authority of South Africa (ICASA).

Landlord Signature _____

Signed at _____ on this _____ day of _____ 2024

LANDOWNER CONTACT DETAILS:

Full Name: _____

Contact Details: _____

Tel: _____

Email: _____

Building Name: _____

Physical Address: _____

