

OPENSERVE FIBRE CONNECT PREMIUM (BUSINESS)

Promo Code _____

	PRIMARY CONTACT INFORMATION				
First Name	Last Name				
Cell Phone	Work Phone				
Email	ID/Passport Number				
Street Name	Street Number Building Name				
Unit Number	Suburb	Suburb			
City	Province				
	BILLING CONTACT INFORMATION				
First Name	Last Name				
Cell Phone	Work Phone				
Email	ID/Passport Number				
	TECHNICAL CONTACT INFORMATION				
First Name	Last Name				
Cell Phone	Work Phone				
Email	ID/Passport Number				
	COMPANY INFORMATION				
Company Name	Registration Number				
VAT Number					
Street Name	Street Number Building Name				
City	Unit Number Province				
,	AUTHORISED ACCOUNT REPRESENTATIVE				
First Name	Last Name				
Cell Phone	Work Phone				
Email	ID/Passport Number				
Customer Signature					
ID Document	X Proof of Address X Company Registrati	ion X			
	Utility Bill X VAT Doc (if applicable) X				



home@activefibre.co.za



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BANDWITH OPTIONS

Please select the option that suits you best and initial selection

PACKAGE SPEED	PRICE	SELECTION	TERMS	INITIALS			
50Mbps - Symmetrical	R 2000 pm		12 months 24 months				
100Mbps - Symmetrical	R 2500 pm		12 months 24 months				
200Mbps - Symmetrical	R 3000 pm		12 months 24 months				
300Mbps /150Mbps Asymmetrical	R 3350 pm		12 months 24 months				
500Mbps /250Mbps Asymmetrical	R 3800 pm		12 months 24 months				
12 Month Contract - R2000 excl vat Installation Payable on order 24 Month Contract - FREE Installation							

TERMS AND CONDITIONS

***Contract Period according to the term selected. Cancellations of any business links can only be processed a calendar month prior to the service term ending. If services are to continue after the initial period the term will be month to month – Equipment belongs to Openserve and Active Fibre – This order is for the Internet Connectivity portion provided ONLY. Any additional assistance, networking, hardware, project management, Service Level Agreements etc will need to be quoted for on request. We offer a full turnkey solution and have a wealth of service offerings. Please reach out to our sales team on additional services that are required and our team will advise and quote accordingly.

No Fair Usage Policy. Price Excludes VAT

Pre-orders estimated time of completion End March 2025 (subject to change). If we have enough uptake we will engage discussions with Openserve for a sooner resolution, our team will contact customers and advise accordingly.

BILLING POLICY

Payment Before Activation: Payment must be made prior to the activation of services. For example, if an installation is scheduled for 25 November 2024, a pro-rata invoice will be issued for the period 25 November to 30 November 2024. This invoice must be paid before the installation date. Please note that our billing cycle runs on the 26th/27th of each month. A new invoice for the upcoming period (e.g., 1 December 2024 to 31 December 2024) will be generated during this cycle. All services are billed in advance, and invoices are payable upon receipt. To avoid service interruptions, ensure sufficient funds are available before the installation or billing cycle due date. Failure to make timely payments will result in the suspension of services.

Suspended Services:

If services are suspended due to non-payment, billing will continue as services are already provisioned for your address. In such cases, the full amount remains payable. Reconnection of suspended services will incur a **R79.99 reactivation fee**. This fee also applies to returned debit orders.

Payment Methods

Invoices can be paid using the following methods:

- 1. Netcash Pay Now Customers will receive login details for the Active Fibre billing system upon account creation. Payments made through this method reflect immediately.
- 2. Debit Order Ensure sufficient funds are available on the due date to avoid additional fees for returned debit orders.
- 3. EFT (Electronic Funds Transfer) Please ensure the correct payment reference is used to avoid delays in processing your payment.
- 4. Cash payments are accepted but will incur additional bank charges, which will be added to your account. To avoid these extra fees, we encourage using other payment methods whenever possible.

Important Note:

Always include the correct reference when making a payment. Incorrect references may prevent us from allocating your payment accurately, potentially resulting in service suspension and additional costs.





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TERMS AND CONDITIONS

MOVING PROPERTIES

Business Cancellation or Termination of 12- and 24-Month Contracts

- Customers cancelling services prior to the term of the contract will be liable to pay the full contractual term of the service provided as per this agreement.
- Customers moving to a new property need to send a cancellation through advising of the cancellation of the existing service the service applied for on this agreement will be billed until the end of term of this contract.
- New property details to be provided to assist with feasibility checks to co-ordinate and assist in connectivity at the new property in order to avoid any service disruptions for business.
- All equipment remains the property of Openserve and Active Fibre. Openserve equipment must not be removed from the property. Active Fibre will
 arrange the collection of our hardware at the end of the cancellation term.
- A new application is required for each property, as services and costs vary by area sales@activefibre.co.za

Cancellation requests must be emailed to accounts@activefibre.co.za

PRE-INSTALLATION SITE REQUIREMENTS

Site Readiness Checklist (For customer to make available to Openserve and Active Fibre):

Customers with active services from another Internet Service Provider (ISP) must follow these guidelines to ensure a smooth transition:

- 1. Landlord approval
- Get Landlord to sign off landlord approval document to ensure that contracting teams have approval to install fibre into the premises (A route planning document will also be sent after the completion of a site survey)
- 2. Internal cabling
- Internal cabling (Local Area network) not supplied, this is the client's responsibility. The Local Area Network cabling refers to cabling for Wireless access points, VoIP phones, cabled access points for laptops, computers and printers as well as any additional local area network cabling that may be required. Local area network cabling can be supplied by Active Fibre, we would need to conduct a site survey for this to confirm what is required.
- 3. On-site contact
- Provide an on-site contact person's details who will be available to take the contracting teams through the premises and provide access to them where required, this person also has to be available via telephone as the contractors will stay in contact with them.
- 4. Proper Ventilation for Equipment
- Ensure that the room where the cabinet is installed has sufficient ventilation to maintain proper airflow. The equipment generates heat during operation, and inadequate ventilation may result in overheating, leading to potential performance issues.
- 5. Stable power supply
- Confirm that the site has a stable power supply. If no UPS is available, it is the client's responsibility to install one to ensure uninterrupted service. Alternatively, a UPS solution can be provided through Active Fibre services upon request. Please contact us for a quote if needed.
- 6. Wi-Fi Equipment Requirements
- Standard routers do not include Wi-Fi functionality. Please ensure that separate Wi-Fi equipment is available on-site if needed. Alternatively, Active Fibre can supply this equipment upon request at an additional cost.
- 7. Site-Specific Health and Safety Protocols
- Please provide any site-specific health and safety protocols or requirements that need to be followed during installation or maintenance
- 8. Cabinet installed
- Clients must ensure that a data cabinet is installed on-site with sufficient space for Active Fibre equipment. A minimum of 3U is required. If no cabinet is available, Active Fibre can provide and install one at an additional cost.
- 9. Landlord Presence and Approval During Site Survey
- Ensure the landlord is present during the FNO's site survey to approve any necessary alterations or modifications to the property. It is recommended to obtain immediate authorization for any planned routes or changes

Confirming these points will help streamline the installation process and ensure timely project completion. Should you have any questions or require clarification, please feel free to reach out to your Active Fibre Account Manager.

POPI Act - Protecting Our Customers

Only authorised individuals approved by the account holder will be assisted with any queries. No exceptions.

www.activefibre.co.za

General Terms and Conditions Apply

https://www.activefibre.co.za/wp-content/uploads/2022/08/2.Active-Fibre-General-Terms-and-Conditions.pdf.

Signed at	on this	day of
I have read and accepte	d the terms and conditions.	
Full name	 Date	Position in Company if Company Account
Signature		





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PAYMENT TERMS - DEBIT ORDER ONLY

Authority and Mandate f	or payments Instruction	on: Electronic and	d Written Mand	lates		
Given By (Account Hold	n By (Account Holder) Contact Number					
Account Number		Branch &				
Account Type (eg. Chequ This debit order should b of every month.	- ·	1st,	Date15th,	20th or	25th	
Abbreviated Name as Re	gistered with the Bank	C: ACTIVE FIB				
This signed Authority and NI/We hereby authorise you abovementioned account a account) on condition that the Agreement and commencine by giving you notice in writing address as indicated above.	uto issue and deliver payi t my / our above-mentior the sum of such payment ag on ng of not less than 20 ord	ment instructions ned Bank (or any o instructions will n _ and continuing u	to your Banker fo ther bank or bran ever exceed my / ntil this Authority	or collection against my sch to which I / we may our obligations as agre y and Mandate is termi	//our transfer my/our eed to in the inated by me/us	
The individual payment inst that the payment day falls o preceding ordinary busines	on a Sunday, or recognise					
I / We understand that the s South African Banks and I a transaction will contain a no you to identify the Agreemo	lso understand that deta umber, which must be inc	ils of each withdra cluded in the said p	wal will be printe ayment instruction	ed on my bank stateme on and if provided to y	nt. Each ou should enable	
Mandate I / We acknowledge that all instructions have been issu		sued by you shall b	e treated by my /	our above-mentioned	Bank as if the	
Cancellation I / We agree that although t Agreement. I / We shall not such amounts were legally o	be entitled to any refund	•				
Assignment I / We acknowledge that thi that third party, but in the a third party.						
Signed at	on this	c	lay of			
(Signature as used for op	 erating on the account	:)				
	Agreement reference	e number is		(Assisted	1 \	

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.

Services will only be reactivated once full payment has been received.