



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 _____
 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 Registration	X
Utility Bill	X	VAT Doc (if applicable)	X		



BANDWIDTH OPTIONS

Please select the option that suits you best and initial selection

PACKAGE SPEED	PRICE	SELECTION	TERMS		INITIALS
50Mbps - Symmetrical	R 2000 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
100Mbps - Symmetrical	R 2500 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
200Mbps - Symmetrical	R 3000 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
300Mbps /150Mbps Asymmetrical	R 3350 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
500Mbps /250Mbps Asymmetrical	R 3800 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>

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:

- Netcash Pay Now** Customers will receive login details for the Active Fibre billing system upon account creation. Payments made through this method reflect immediately.
- Debit Order** Ensure sufficient funds are available on the due date to avoid additional fees for returned debit orders.
- EFT (Electronic Funds Transfer)** Please ensure the correct payment reference is used to avoid delays in processing your payment.
- 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.



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 authorised will be processed through a computerised 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.

