

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 _____
GPS Coordinates _____

BILLING 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 Proof of Residence Company Registration



WIRELESS INTERNET PROMO

Please select the option that suits you best and initial below

PACKAGE	PRICE	DOWNLOAD	SELECTION	INITIALS
GoActive 10/10Mbps	R 395 pm	10MBPS	<input type="checkbox"/>	<input type="text"/>
GoActive 20/10Mbps	R 470 pm	20MBPS	<input type="checkbox"/>	<input type="text"/>
GoActive 30/10Mbps	R 560 pm	30MBPS	<input type="checkbox"/>	<input type="text"/>

Promo valid until 31 January 2025; **Free Installation; Free Activation; FREE to Use Wifi Router; No Long Term Contracts ** - Landlord permission required - Installation/Activation 7-14 days from date of order (Feasibility dependent, can only confirm on date of installation) - Billing is in advance month-to-month; Payment (Debit Order ONLY) – Service is Uncapped; Unshaped; Pricing is inclusive of VAT; First payment due upfront on Activation of Service; Best Effort Solution, no credits for downtime - Cancellation: 1 x Calendar Month Written Notice - After-Hours Support Available – Weekdays 7 am to 10 pm / Public Holidays and Weekends 8 am to 2 pm - Terms and Conditions Apply

TERMS AND CONDITIONS

Contract Terms:

- Month-to-month service
- Unshaped and Uncapped
- No Fair Usage Policy (FUP) (Subject to change if network abuse is detected)
- Feasibility check on the day of installation (Service may not be feasible due to location issues such as obstructions or terrain blocking the nearest high site)
- Best Effort Service (No Credit for any downtime)
- Our Service offering is only the wireless connection, it does not cover the wireless strength or the setting up of devices in customers home. Example Openserve and Active Fibre are unable to assist with setting up of CCTV Cameras, TV's, internal setup of devices etc.

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.

Equipment Supplied by Openserve and Managed by Openserve:

- **Dish** on the roof
- **Wall box** inside the house
- **Pre-configured router**
- NB! Any damage to equipment after installation will be for the customers account.

Installation Process:

- **Timeline:** Installation takes 14 to 21 days from the date of application.
- **Feasibility check on installation day** (factors like visibility of the high site impact service availability)
- If **NOT** feasible, customers are advised to reverse their cancellation with there existing ISP to avoid service interruption. (This can only be done by the customer)



TERMS AND CONDITIONS

Important Note for Customers with Existing ISP Services

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

1. Timing of Cancellations and Installations:

- Schedule the installation of your new service at least 1 to 2 weeks before cancellation date of your current ISP services. (The date that your current service is about to be cancelled) – In other words an overlap of service and billing as services will need to run concurrently.

2. Why This is Important:

- If the site is **not feasible** for the new installation (due to factors like buildings, trees, hills, or other obstructions blocking the line of sight to the wireless tower), Openserve will not be able to complete the installation or provide service.
- If the site is found to be **not feasible**, customers must contact their current ISP and **revoke their cancellation**. This protects the customer from experiencing downtime and incurring reconnection fees.

3. Overlap of Services:

- To avoid interruptions, keep your current ISP service active for a few days after the new **Web Connect Air** service installation is completed and activated.

4. Customer Responsibility:

- **Only the customer** has the authority to cancel or revoke cancellations with their current or previous ISP. Active Fibre and Openserve cannot make these changes on behalf of the customer.

Installation Team:

- Openserve contractors will decide the best spot for the dish, depending on signal strength.
- In-house installation: Customers can request specific locations, but if the contractors advise that they are unable to install where requested, it means that they are unable to, as they are limited as to where to install in the home.
- When the Installation is completed at your home – Service can take a few days to activate – we will monitor this progress and advise customer accordingly.

NB! There is only one set of equipment that Openserve can use for the Web Connect Air Wireless solution – Openserve CANNOT and will not use another provider's existing equipment if customer is advised otherwise this is not the case. **Please note Openserve cannot arrange longer poles in order to get Line of Site** – the poles are the length they are so that the service provided is not deteriorated. Openserve under any circumstances are not prepared to offer a deteriorated service.

- If a site is not feasible after the installation team has been to site, there is unfortunately nothing more we can do to make it feasible.
- Responsibility Scope: Openserve and Active Fibre are responsible only for the internet service provided to customers. Services such as setting up CCTV cameras, TVs, or configuring internal devices are not included. These are additional services that require a separate quotation, approval, and payment before assistance can be provided.
- Wireless Extender: A wireless extender may be necessary depending on factors like property size, wall thickness, or multiple floors (e.g., upstairs and downstairs setups). If required, Active Fibre can provide the necessary hardware and labour at an additional cost. For a quotation, please email: home@activefibre.co.za

SERVICE CANCELLATIONS / MOVING HOME

Important Service Notes:

- **Cancellation** – All cancellations for **Web Air connect** requires a **calendar month notice**. Cancellation will take effect from the 1st day to the end day of the month. All cancellations are to be made in writing and mailed to accounts@activefibre.co.za. All Hardware is the property of Openserve and Openserve will arrange to collect their equipment from the property once the service is cancelled.
- **Moving Home** – Any current services with Active Fibre (FTTH solutions) all require a calendar month notice in writing to accounts@activefibre.co.za. And we can investigate at the same time to see if your new home will be feasible with connectivity solution and we will assist so when you move into your new home, it is a smooth transition (Please note each new home requires a new application form, as services differ from area to area – and all offerings are subject to feasibility and available in the new area you will be moving too. From the 1st day to the end day of the month. – All cancellations are to be made in writing and mailed to accounts@activefibre.co.za (One calendar month cancellation notification required)
- **Active Fibre Management:** Active Fibre handles the logging of support tickets with Openserve on behalf of the customer. (No Service Level Agreement in place. It is a Best effort solution (Speed is not guaranteed and fault turnaround time ETA provided but cannot confirm resolution time) – Please note the equipment belongs to Openserve we don't have access hence Active Fibre needs to log tickets and liaise with Openserve on behalf of our customers

POPI Act - Protecting Our Customers

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

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 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 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.

