

Sales 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 \_\_\_\_\_

ID Document



Proof of Residence



Company Registration



## FIBRE INFORMATION

Is Fibre Installation Required?  Yes  No

If installed, please confirm Object Number / FSAN Number: \_\_\_\_\_

Date Request for Activation: \_\_\_\_\_ (we cannot guarantee the exact date but we will do our best to assist for the date requested)

Please confirm package type below – *please note Free Activations only apply to SA Residents*

- NEW INSTALLATIONS ONLY i.e Not previously installed homes – Free Installation, Free Activation and Free to Use Router with a minimum commitment of 6 Months.
- If already installed – Free Activation and Free to Use Router with a minimum commitment of 6 Months.
- Faulty previously installed ONT (infrastructure damage or fibre cable broken) or Requested ONT to be moved will incur a charge of R1725 and will be payable on order. Activation Free and Free to use router with a minimum commitment of 6 months.

## VUMATEL HOME PACKAGES

*Please select the option that suits you best*

PACKAGE	STANDARD PRICE	NEW PRICING FROM 1 APRIL 2025	SPEED MBPS	SELECTION
GoActive 25/25	<b>R 449 PM</b>	<b>R 489 PM</b>	25/25MBPS	<input type="checkbox"/>
GoActive 50/25	<b>R 589 PM</b>	<b>R 679 PM</b>	50/25MBPS	<input type="checkbox"/>
GoActive 50/50	<b>R 699 PM</b>	<b>R 749 PM</b>	50/50MBPS	<input type="checkbox"/>
GoActive 100/50	<b>R 709 PM</b>	<b>R 809 PM</b>	100/50MBPS	<input type="checkbox"/>
GoActive 100/100	<b>R 889 PM</b>	<b>R 949 PM</b>	100/100MBPS	<input type="checkbox"/>
GoActive 200/200	<b>R 1 089 PM</b>	<b>R 1 139 PM</b>	200/200MBPS	<input type="checkbox"/>
GoActive 500/200	<b>R 1 289 PM</b>	<b>R 1 329 PM</b>	500/200MBPS	<input type="checkbox"/>
GoActive 1000/200*	<b>R 1 519 PM</b>	<b>R 1 559 PM</b>	1GBPS/200MBPS	<input type="checkbox"/>

\*1000/200 Mbps only in Gauteng and Surrounds  
All prices include VAT

Terms and Conditions Apply

One Calendar Month written cancellation required to be mailed to [accounts@activefibre.co.za](mailto:accounts@activefibre.co.za)

Vumatel Equipment NOT to be removed from property

Cancellations prior to the Minimum 6 month commitment, Active Fibre has the right to bill the activation fee pro-rated for the remainder of the 6 months left on the application.



## 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](mailto: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](mailto:home@activefibre.co.za). Please note if you move and haven't provided sufficient notice in writing, you will still be liable for full payment of the account as bandwidth is still provisioned for and will be due and payable in full until the service has been cancelled. NB! Please make sure that cancellations are mailed through timeously to avoid being billed for services at your old and new property.
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](mailto:home@activefibre.co.za) within 2 months of installation – NB! We need to know in order to get it resolved. Any mails sent to Active Fibre after the 2 months initial period of notification, will incur a cost for your personal account.
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](http://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 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.*

