

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 supply your Circuit Number: _____

When do you require the service to be activated (if installed already): _____

Please confirm package type below:

- New Installations Only – Not Previously Installed Home* - FREE Installation; FREE Activation and FREE to use Router – Promo Extended until end February 2025 – Subject to a Minimum Commitment of 6 Months
- If Already Installed, FREE Activation and FREE to use Router - Subject to a Minimum Commitment of 6 months
- Faulty previously installed ONT or move of ONT R1250 will be payable on order. FREE Activation Fee and FREE to use router with a Minimum Commitment of 6 months

** Services cancelled prior to the initial 6 months minimum commit will be billed R750 Including VAT for an early cancellation **

OPENSERVE HOME PACKAGES

Please select the option that suits you best

PACKAGE	CURRENT PRICE	NEW PRICE 1 MAY 2025	DOWNLOAD	UPLOAD	SELECTION
GoActive 50/25	R 595 pm	R 639 pm	50MBPS	25MBPS	<input type="checkbox"/>
GoActive 100/50	R 735 pm	R 779 pm	100MBPS	50MBPS	<input type="checkbox"/>
GoActive 200/100	R 929 pm	R 979 pm	200MBPS	100MBPS	<input type="checkbox"/>
GoActive 300/150	R 1 180 pm	R 1 195 pm	300MBPS	150MBPS	<input type="checkbox"/>
GoActive 500/250	R 1 399 pm	R 1 379 pm	500MBPS	250MBPS	<input type="checkbox"/>
*Upgrade/Downgrade Fee	R 173	R 195			<input type="checkbox"/>

**** Services cancelled prior to the initial 6 months minimum commit will be billed R750 Including VAT for an early cancellation, the R750 is payable on invoice **



TERMS AND CONDITIONS

1. All services are month-to-month; no long-term contracts are required.
2. All services are uncapped and unshaped.
3. FREE Installation and FREE Activation are applicable for NEW Installations only until end February 2025. (Valid only for customers with no previous infrastructure on their property)
4. If a service only requires activation, Active Fibre offers free activation subject to a 6-month commitment. If services are canceled before the initial 6-month term, Active Fibre reserves the right to charge a R750 inclusive of VAT early cancellation fee. (This amount is not pro-rated).
5. If a service is activation only, please note that OpenServe will activate the link with the same speed as the previous tenant/owner. A regrade may be necessary if the requested speed does not match the previous speed. If a regrade is required, a fee of R172.50 including VAT will be billed for any regrades.
6. A FREE-to-use WiFi router is included in all Fibre To The Home offerings and must be returned to Active Fibre at the customer's cost if the service is canceled.
7. Billing starts on the date of activation (Pro-rata fees may be applicable).
8. Billing is done in advance and is due upon invoice.
9. All upgrades and downgrades occur only at the end of the upgrade month.
10. One calendar month's written cancellation notice is required, to be emailed to accounts@activefibre.co.za.
11. Regrade fees are applicable for both upgrades and downgrades at R172.50 per action.
12. Please review any changes to our terms and conditions on our website <http://www.activefibre.co.za>.
13. By signing this agreement, you agree that your entire liability and your exclusive remedy with respect to any service(s) provided under the agreement are solely limited to the amount paid for such service(s).
14. Active Fibre and our 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 service(s) or for the cost of procurement of substitute services. OpenServe is a broadband solution that is a best effort service; uptime and speeds are not guaranteed.
15. Active Fibre is not responsible for the coverage quality of the wireless router. A third-party contractor can be called onto site at their rates to assist with LAN and wireless coverage issues.
16. Please review our Acceptable Use Policy (AUP) on our website <http://www.activefibre.co.za>.
17. Any infrastructure damage will incur a re-installation fee payable by the customer, to be quoted on request.
18. Rica documents are required.

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 25th of every month.
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.

