

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 _____

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 Residence

X

Company Registration

X



SERVICE SELECTED

Please select the option that suits you best and initial below

PACKAGE	PRICE	NEW PRICE, 1 MAY 2025	SELECTION	INITIALS
GoActive 20/10Mbps	R 300 pm	R 320 pm	<input type="checkbox"/>	<input type="text"/>
GoActive 40/10Mbps	R 380 pm	R 395 pm	<input type="checkbox"/>	<input type="text"/>
* Upgrade/Downgrade Fee	R 173	R 195	<input type="checkbox"/>	<input type="text"/>

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 - Billing is in advance month-to-month; Payment - Service is Uncapped; Unshaped; Pricing is inclusive of VAT; First payment due upfront prior to Installation and 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)
- Best Effort Service (No Credit for any downtime)
- Our Service offering is only internet 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

Billing Cycle:

A customer's billing cycle starts on the 1st, 15th, 20th, or 25th of the month, depending on the debit order date selected by the customer. This allows customers to be billed in advance for the selected payment period

Upfront Payment:

On the 1st, 15th, 20th, or 25th of the month, the customer is required to pay for the entire upcoming month of service.

Service Activation/Installation (If new):

If it's a new service, the customer will also need to pay an upfront activation fee at the time of activation (for example, R500 for installation), in addition to the monthly service charge (let's say R700 for the internet service).

Billing in Advance:

Billing is done in advance. This means that the customer is billed before the service is rendered for the upcoming period. If a customer's billing cycle starts at the beginning of the month, for example, they'll pay for the upcoming month in advance.

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.

Upgrading/Downgrading Services:

Upgrading or downgrading services will incur a fee of R195, inclusive of VAT.

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 reflects immediately. (EFT Payments and Direct Banking Payments reflect after 72 working hours)
2. **Debit Order** Ensure sufficient funds are available on the due date to avoid additional fees for returned debit orders. Please Note Depending on your Debit order date billing will be in advance and at the start of a service activation an upfront fee for services will be payable via EFT / Netcash Pay Now
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:

- Wall box inside the house
- Pre-configured router will be provided

NB! Any damage to equipment/hardware/infrastructure after installation will be for the customer's account.



TERMS AND CONDITIONS

Installation Process:

- Timeline: Installation takes 14 to 21 days from the date of application.

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:

- 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.
- If the property requires additional cabling to complete and installation – a fee may be applicable. Contractor will advise prior to the installations if additional costs are applicable – (this depends on how far the fibre is that needs to be brought into the home)

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: sales@activefibre.co.za

SERVICE CANCELLATIONS / MOVING HOME

Important Service Notes:

- **Cancellation – All cancellations for Openserve connections 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 remains the property of Openserve and must not be removed from the property if the customer moves or cancels services. Unauthorised removal of equipment will result in the customer being billed for the cost of retrieving the hardware."
NB: If customers move or discontinue services without notifying us in writing, the bandwidth-provisioned service will continue, and billing will proceed. The customer will remain legally liable for payment until the service is formally terminated, with termination requiring a calendar month's written notice to accounts@activefibre.co.za
- **Moving Home –** Any current services with Active Fibre (FTTH solutions) all require a calendar month notice in writing to accounts@activefibre.co.za. 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.)** Openserve is a broadband solution that is a best effort service; uptime and speeds are not guaranteed. It is a Best effort solution (resolution is dependent on the fault).

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.

COMPLIANCE AND POLICIES

Customers Information

Customer information may be shared for the following purposes: application processing, technical repairs related to the service, credit checks, and collection of outstanding payments. Non-payers will be referred to the Legal Department for further action. By signing this agreement, customer understands and consents to the sharing of their information for these purposes. Customers must comply with the Acceptable Use Policy (AUP). Visit our website for the complete terms and Acceptable Use Policy (AUP): www.activefibre.co.za

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/2025/03/Active-Fibre-General-Terms-and-Conditions-v3-updated-March-2025.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

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.

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)

Kindly ensure that sufficient funds are available to avoid any payment issues. Please note, in the event of a debit order rejection, services will be automatically suspended and an administration/reactivation fee of R79.99 (incl. VAT) will apply in addition to the monthly fee. Services will only be reactivated once full payment has been received.

NB! As services are bandwidth-provisioned, monthly charges will still apply during any suspension period, and payments will remain due.

