

**PRE-INSTALLATION QUESTIONNAIRE**

|   |     |  |    |  |
|---|-----|--|----|--|
| IS THERE CURRENTLY A FIBRE LINE INSTALLED?              | YES |  | NO |  |
| IF YES, WHAT IS THE CIRCUIT / LINE NUMBER?              |     |  |    |  |
| IS THIS A MIGRATION AWAY FROM ANOTHER SERVICE PROVIDER? | YES |  | NO |  |
| IF YES, WHICH SERVICE PROVIDER?                         |     |  |    |  |

**FIBRE INSTALLATION SITE DETAILS**

|                                 |  |                          |  |
|---------------------------------|--|--------------------------|--|
| CUSTOMER NAME (PRIMARY CONTACT) |  |                          |  |
| COMPANY NAME (IF APPLICABLE)    |  |                          |  |
| VAT NUMBER (IF APPLICABLE)      |  |                          |  |
| PRIMARY CONTACT ID NUMBER       |  |                          |  |
| PRIMARY CONTACT EMAIL           |  |                          |  |
| PRIMARY CONTACT TELEPHONE       |  |                          |  |
| SECONDARY CONTACT PERSON        |  |                          |  |
| SECONDARY CONTACT TELEPHONE     |  |                          |  |
| STREET NO.                      |  |                          |  |
| STREET NAME                     |  |                          |  |
| SUBURB                          |  |                          |  |
| CITY                            |  |                          |  |
| HOUSE OR COMPLEX NAME           |  | UNIT NO. (IF APPLICABLE) |  |
| SPECIAL INSTRUCTIONS            |  |                          |  |

**LANDLORD DETAILS (IF REQUIRED)**

|                        |  |                     |  |
|------------------------|--|---------------------|--|
| LANDLORD NAME          |  | LANDLORD WORK NO.   |  |
| LANDLORD EMAIL ADDRESS |  | LANDLORD MOBILE NO. |  |
| LANDLORD SIGNATURE     |  | DATE                |  |

## FIBRE PRICING DETAILS

| PRODUCT CODE    | SERVICE DETAIL                         | MONTHLY FEE<br>(VAT INCL) | X |
|-----------------|--|---------------------------|---|
| MOFTTH-25/25    | 25Mbps/25Mbps Octobel Fibre to Home    | R 878.00                  |   |
| MOFTTH-50/50    | 50Mbps/50Mbps Octotel Fibre to Home    | R 1 018.00                |   |
| MOFTTH-100/100  | 100Mbps/100Mbps Octotel Fibre to Home  | R 1 372.00                |   |
| MOFTTH-200/200  | 200Mbps/200Mbps Octotel Fibre to Home  | R 1 648.00                |   |
| MOFTTH-400/200  | 400Mbps/200Mbps Octotel Fibre to Home  | R 1 689.00                |   |
| MOFTTH-1000/200 | 1000Mbps/200Mbps Octotel Fibre to Home | R2 038.00                 |   |

## FIBRE SERVICE DETAILS

- Installation time: 30 – 60 days
- Personalized onsite installation
- Installation includes 30 meters, thereafter additional fees may apply
- 100% uncapped
- No contention ratios
- No Fair Use Policy
- Only pay when the service is live

## GENERAL TERMS AND CONDITIONS

- This document becomes a Service Order upon acceptance and signature.
- All prices are subject to change with prior notice due to service provider price increases.
- Prices in this quotation are inclusive of VAT.
- Any order is subject to cancellation by SEACOM Western Cape due to force majeure from any cause beyond the control of the organization.
- Errors and omissions excluded.
- Payment via debit order only. An administration charge of R25.00 will be invoiced and automatically included in the value of the subsequent debit order for deduction.
- Cancellation of existing services is the customer's responsibility and SEACOM Western Cape cannot delay provision of its service or billing due to the existing service provider's termination notice period or other termination requirements.
- 2-month calendar notice period for cancellation via email.
- If the Customer cancels within the first 12 (twelve) months of the Service, a R 2 000 (two thousand Rand) pro-rata early cancellation fee will be due and payable within 30 (thirty) days of termination to cover installation costs. i.e. (R 2000 / 12) multiplied by months outstanding.
- Should the service be cancelled due to non-payment, the applicant will remain liable for payment of all penalties and fees.

I/We acknowledge that the party hereby authorized to effect the drawing(s) against my/our account may not cede or assign any of its rights to any third party without my/our prior written consent and that I/we may not delegate any of my/our obligations in terms of this contract/authority to any third party without prior written consent of the authorized party.

**SAGE PAY DEBIT ORDER AUTHORISATION - NETDIRECT (PTY) LTD**

| ACCOUNT NAME | BANKING INSTITUTION | BRANCH NAME | TYPE | ACCOUNT NUMBER | DEBIT DATE |      |      |
|--------------|---------------------|-------------|------|----------------|------------|------|------|
|              |                     |             |      |                | 1ST        | 15TH | 25TH |

**Please mark with X**

**AGREEMENT INITIATION DATE AND ACCEPTANCE**

| SIGNED AT | DAY | MONTH | YEAR |
|-----------|-----|-------|------|
|           |     |       |      |

**FOR THE CUSTOMER**

**FOR NETDIRECT**

| SIGNATURE 1              | SIGNATURE 2              | SIGNATURE 3              |
|--------------------------|--------------------------|--------------------------|
|                          |                          |                          |
| FULL NAME (PLEASE PRINT) | FULL NAME (PLEASE PRINT) | FULL NAME (PLEASE PRINT) |
|                          |                          |                          |
| CAPACITY                 | CAPACITY                 | CAPACITY                 |
|                          |                          |                          |
| WITNESS FOR CUSTOMER     |                          | WITNESS FOR NETDIRECT    |
|                          |                          |                          |

- **COPY OF ID AND PROOF OF ADDRESS REQUIRED**
- **PAYMENT VIA DEBIT ORDER ONLY**

**PLEASE EMAIL COMPLETED APPLICATION TOGETHER WITH COPY OF YOUR ID AND PROOF OF ADDRESS  
TO YOUR SALES REPRESENTATIVE OR [reception@netdirectcpt.co.za](mailto:reception@netdirectcpt.co.za).  
YOU CAN ALSO CONTACT US ON 087 985 0739**

| <b>*OFFICE USE ONLY*</b> | SALES REPRESENTATIVE | SAGE | INSTALL / PRO-RATA | RECURRING | NETCASH |
|--------------------------|----------------------|------|--------------------|-----------|---------|
|                          |                      |      |                    |           |         |