

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 (EXCL VAT)	X
OS-50/25	50Mbps/25Mbps Openserve Fibre to Home	R 630.00	
OS-50/50	50Mbps/50Mbps Openserve Fibre to Home	R 710.00	
OS-100/50	100Mbps/50Mbps Openserve Fibre to Home	R 790.00	
OS-100/100	100Mbps/100Mbps Openserve Fibre to Home	R 870.00	
OS-200/100	200Mbps/100Mbps Openserve Fibre to Home	R1 000.00	
OS-200/200	200Mbps/200Mbps Openserve Fibre to Home	R 1 080.00	
OS-300/150	300Mbps/150Mbps Openserve Fibre to Home	R 1 160.00	
OS-500/250	500Mbps/250Mbps Openserve Fibre to Home	R 1 290.00	

FIBRE SERVICE DETAILS

- Installation time: 1-7 days
- Free installation includes the first 8 linear meters from the boundary box, 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.
- All prices indicated are EXCLUSIVE of VAT.
- Services may be downgraded only once a month at a cost of R100.00 per downgrade.
- Any order is subject to cancellation by NETDIRECT WIRELESS TECHNOLOGY (PTY) LTD due to force majeure from any cause beyond the control of the organization.
- Errors and omissions excluded.
- Payment via debit order only. An administration fee of R25.00 will be charged for every debit order returned by your bank as unpaid.
- Should the service be cancelled due to non-payment, the applicant will remain liable for payment of all penalties and fees.
- Should the chosen debit order date fall on a Sunday or Public Holiday, the debit order will only run the following day.

GENERAL TERMS AND CONDITIONS (continues)

- Cancellation of existing services is the customer's responsibility and NETDIRECT WIRELESS TECHNOLOGY (PTY) LTD cannot delay provision of its service or billing due to the existing service provider's termination notice period or other termination requirements.
- 1 (One) full calendar month notice period for cancellation via email (only written cancellation received no later than 12h00 on the last working day of the month in which cancellation is given, will be accepted).
- Should the service be cancelled within the first 12 (twelve) months of inception date, a R2 500 (two thousand five hundred Rand) pro-rata early cancellation fee will be due and payable within 30 (thirty) days of termination to cover installation costs, i.e. (R2 500 / 12) multiplied by months outstanding. The R2 500 does not include VAT.
- A call out fee of R1 500.00 applies to Assurance incidents beyond Openserve's and Netdirect Wireless Technology's responsibility, repair work or re-installation between the fibre pick-up point and ONT.

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 WIRELESS (PTY) LTD

ACCOUNT NAME	BANKING INSTITUTION	BRANCH NAME	TYPE	ACCOUNT NUMBER	DEBITDATE		
					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	

- **COPY OF ID REQUIRED**
- **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
YOU CAN ALSO CONTACT US ON 087 985 0739**

OFFICE USE ONLY	SALES REPRESENTATIVE	SAGE	INSTALL / PRO-RATA	RECURRING	NETCASH