



Do you have an existing installation at your premises YES  NO

If yes, please stipulate your B Number

**Select your contract term (Once off cost)**

<b>Month-to-Month Contract</b> R 2 999 Incl. Vat	<b>24 Month Contract</b> R 999 Incl. Vat
<b>12 Month Contract</b> R 1 999 Incl. Vat	<b>36 Month Contract</b> FREE

**Please select your line speed (Monthly cost)**

SERVICE	LINE SPEEDS	FREE ROUTER	COST PRICE	OPTION
10 Mbps Uncapped Unshaped	Up to 10 Mbps Download & Up to 5 Mbps Upload	<input checked="" type="checkbox"/>	R 999 Incl. VAT	<input type="checkbox"/>
20 Mbps Uncapped Unshaped	Up to 20 Mbps Download & Up to 10 Mbps Upload	<input checked="" type="checkbox"/>	R 1 499 Incl. VAT	<input type="checkbox"/>
40 Mbps Uncapped Unshaped	Up to 40 Mbps Download & Up to 20 Mbps Upload	<input checked="" type="checkbox"/>	R 1 999 Incl. VAT	<input type="checkbox"/>
100 Mbps Uncapped Unshaped	Up to 100 Mbps Download & Up to 50 Mbps Upload	<input checked="" type="checkbox"/>	R 2 999 Incl. VAT	<input type="checkbox"/>
200 Mbps Uncapped Unshaped	Up to 200 Mbps Download & Up to 100 Mbps Upload	<input checked="" type="checkbox"/>	R 3 999 Incl. VAT	<input type="checkbox"/>

I/we have been afforded an opportunity to peruse the terms and conditions relating to this agreement as it appears on <http://www.easyweb.co.za/applicable-use-policy>, and confirm that I/we have had ample time to study the same, that any questions I/we may have had have been answered to my/our satisfaction, and that the document has been drafted in a language I/we understand. I/We hereby accept the terms and conditions aforesaid.

Signature: \_\_\_\_\_

# OpenServe Fibre To The Business - Order Form

Please complete this order form and email it to sales@easyweb.co.za or info@easyweb.co.za

Individual/Company Name: .....

Email: .....

Mobile Number: .....

Landline Number: .....

ID/Reg No: .....

VAT Number: .....

Site/Address: .....

Billing Address: .....

## PAY BY DEBIT ORDER

Account Holder Name: .....

Address: .....

Bank: ..... Account Number: .....

Branch Code: ..... Account Type: .....

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 above-mentioned 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, bi-monthly, three monthly, six monthly, annually, weekly, bi-weekly (delete that which is not applicable).

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.

Payment Instructions due monthly may be debited against my account on the last working day of every month only.

I / We understand that the withdrawals hereby authorized will be processed through a computerized 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. Debt orders are on the last working day of every month only.

### 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 canceled 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 the.....day of.....

.....  
(Signature as used for operating on the account)

.....  
(Assisted by)

Agreement reference number is: .....

TEL: 010 001 5200/ 0861 EASYWEB

[www.easyweb.co.za](http://www.easyweb.co.za)



# Terms and Conditions

- Terms and conditions as displayed on Easyweb website ([www.easyweb.co.za](http://www.easyweb.co.za)) are applicable.
- Supply of Openserve packages are subject to availability on the Openserve network only.
- Openserve packages are subject to price change if implemented by Openserve directly or VAT changes.
- All active packages require the Openserve CPE (Customer Premises Equipment).
- Provided that your area is situated in a Openserve fibre live network area, the installation of the service may take up to 15 working days to complete.
- A Free Fibre router is included in all Fibre to the Home offerings and is provided on the explicit understanding that the initial terms of the agreement is honoured. Should the agreement be terminated early, the cost of the router will be recovered from you.
- Installation does not include: setting up PC and email accounts or supporting internal network
- On Month to month agreements a 1 calendar months' notice of cancellation will be required. If the customer cancels within the first 6 months, the Fibre router will be charged at retail price as the cancellation fee.
- The Once Off Fee is charged and comprises of the following: -
  - o Openserve installation fee;
  - o shipping cost of the router to the customer; and
  - o an administration charge for processing the order with Openserve.
- Depending on the contract term taken, Easyweb will incur these once off costs on behalf of the customer.
- On Installation, any once off costs and pro-rate monthly fee will be due within the first 7 days of the customer's link being active. Should payment not be received within the 7 days, the account will be suspended and a re-activation fee will be applicable. Should the customer wish to add the pro-rate monthly and once off costs to the Debit order at the end of the first month, this has to be requested in writing to our accounts department [debtors@easyweb.co.za](mailto:debtors@easyweb.co.za).
- Should a customer still be in a contractual agreement and want to move premises, the customer will be liable for a re-installation and activation fee of R2999 incl. VAT, in order to relocate the services to the new premises. This price is subject to availability of fibre at the new premises. If the new premises already has an existing fibre installation, the installation fee will be waived from the relocation cost above.
  - o If fibre is not available at the new premises, Easyweb can migrate the services to a different solution, be it; Wireless or LTE or ADSL and to the equivalent value of the original contractual agreement signed.
- If a customer is suspended due to non-payment of fees, a re-activation fee of R 150 excl. VAT ( R172.50 Incl.VAT) will be applicable.
- If a customer is moving from another ISP to Easyweb, the following will need to be provided: -
  - o Cancellation letter from the customer to the relevant ISP;
  - o acceptance of cancellation from that relevant ISP; and
  - o the date at which the line will be ceased.
- Please note that, Easyweb and Openserve do not facilitate the cancellation of existing contracts on the customer's behalf. This needs to be dealt with directly between the customer and the relevant ISP.
- PROMO CODE if applying directly on Openserve Shop Front page = EASYWEB
- On cancellation all rental equipment will need to be returned to Easyweb in the same condition it was received or will be charged at retail price.
- Openserve FTTB is a Best-effort service and includes the following; No Fair Usage Policy (FUP), Contention Ratio 1:5, Back-up connection (if available), SLA between 4 - 8 hours and an Uptime of 99%
- All pricing is including value added tax (VAT) at the standard rate.

Signature: \_\_\_\_\_