

Account Number: **ELE**



34 Noodsberg Road
Wartburg

PO Box 458
Wartburg
3233

Tel: 033 815 1000
Fax: 033 503 1987
VAT No. 4750203087

e-mail: admin@electrocom.co.za **or** accounts@electrocom.co.za
www.electrocom.co.za

WIRELESS INTERNET SERVICE AGREEMENT

We thank you for your enquiry and appreciate the opportunity to service your communication needs.

BENEFITS

While Wireless technology has the benefit of not having wires that could be damaged or stolen, it may be susceptible to weather and environmental changes such as bad storms or growth of vegetation in the path of the signal over time. However, the down time resulting from failures of this nature are normally kept to a minimum. Wireless, unlike ADSL, is a fully symmetrical service in that upload and download speeds are the same, making browsing much faster.

TERMS AND CONDITIONS

SERVICES

1. To allow connectivity to the internet and/or VOIP telephone system.
2. To install a CPE at your premises to facilitate a secure connection to our network.
3. To connect and manage the router inside your premises to allow a point of connection to your local area network.
4. To test and configure the CPE for connectivity and verify the connection speeds and data flow with you prior to completion.
Electrocom is responsible for the data and connectivity up to this point.
Fault finding after that point is the responsibility of your own IT personnel.
5. Electrocom staff will not be responsible for the configuration of PC's or other hardware inside your network unless prior arrangements are made or Electrocom has been contracted to service the network.

INTERNET INSTALLATION COSTS

Per attached estimation.

VOIP TELEPHONE SYSTEM

Should you require a VoIP telephone installation then an estimation for the costs thereof will have to be done per applicant's requirements.

Monthly rental cost per line is R115.00/m.

Local call cost – R0.56/min

Call to Cell numbers – R1.12/min

The above price/s are subject to change without prior notice.

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INSURANCE

The client will be responsible for the safety and security of the devices installed and must ensure that it is adequately insured.

MAINTENANCE AND BREAKDOWN

If the equipment is damaged Electrocom will not assume responsibility and standard call out charges and travelling costs will be applicable.

If equipment needs to be replaced the relevant equipment charges will apply.

In case of a factory fault of the equipment, standard charges will still be applicable and your account will be credited once the manufacturer of the equipment has passed a credit to us.

Minor to major faults will be tended to within 5 business days, according to the urgency of the fault and availability of our technicians.

LANDLORDS PERMISSION LETTER

Permission from the Landlord/Owner/Board of the building is required prior to installation of equipment. This should be submitted in writing to Electrocom.

CHANGING PACKAGES

Changes to Internet packages can be implemented from the 01st of the new month.

Notice to change package must be in writing and or e-mail and must be received by our office by no later than the 20th of the month, in order for the changes to be processed.

NOTICE PERIOD TO TERMINATE SERVICE(S)

A full calendar month notice in writing or per e-mail must be submitted to our accounts department should you wish to terminate the service(s).

SERVICE PAYMENTS

- a. The first month or portion of the first month's fees are due and payable prior to the service being switched on.

Thereafter the relevant amount for your services will be debited on a monthly basis. Payments are made strictly in advance for provision of service by signed debit order. This debit order will be deducted on or as close to the 1st day of the month.

- b. There will be a R230.00 service fee payable in advance for any rejected debit orders.
- c. Payments effected by EFT will be subject to a R35.00 per month admin fee, as each payment and invoice has to be processed manually.
- d. Manual payments have to reflect in the Electrocom bank account and proof of transfer sent to our offices before the 7th of the month.
- e. Failure to provide proof of payment will result in automatic suspension of the service and a reconnection fee of R230.00 will be applicable.
- f. Payments effected by Cash Deposit will be subject to an admin fee as determined by standard bank rates, as each payment and invoice has to be processed manually.

All prices listed above are inclusive of VAT.

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THE SERVICE

The service shall be one of the packages below.

Please indicate clearly which package you would like to subscribe to. Please note that prices are subject to change without prior notice. The packages below are a "best effort" service with adhoc support between 7am and 4pm Monday to Friday. Faults that are reported to our office will be attended to as soon as a technician is available. For business packages and SLA type of services please contact our office to discuss your requirements.

Standard Uncapped	Details	Price/month	Indicate ✓
<u>Uncapped Data</u>	Uncapped data package allows you unlimited data with no fair usage limit.		
3Mbps Uncapped	Unlimited data at up to 3Mbps	R299.00	
5Mbps Uncapped	Unlimited data at up to 5Mbps	R499.00	
7Mbps Uncapped	Unlimited data at up to 7Mbps	R699.00	
9Mbps Uncapped	Unlimited data at up to 9Mbps	R899.00	
11Mbps Uncapped	Unlimited data at up to 11Mbps	R1099.00	
13 Mbps Uncapped	Unlimited data at up to 13Mbps	R1299.00	
16Mbps Uncapped	Unlimited data at up to 16Mbps	R1599.00	

Data that has not been used will not roll over to the next month.
Top up data purchased within the month will roll over into the following month if not utilised.
Electrocom's Data readings are final, we will not debate whether or how the data was used.

INSTALLATION

Upon acceptance of the terms and conditions a technician will be dispatched to test for wireless connectivity. If the technician is certain that a reliable signal will be available they will proceed to install immediately. Should the client decline installation where there is an acceptable signal a call out fee of R520.00 will be applicable. However, should the technician fail to obtain a suitable quality of signal to make the connection the acceptance of this quotation and contract will be nullified.

I, ID No.....

In my capacity as on behalf of
..... hereby agree and accept the terms and conditions of this agreement.

AUTHORISED SIGNATURE

DATE

WITNESS SIGNATURE

FULL NAME/S OF WITNESS

Kindly complete the following attachments

- 1. Customer Information Form
- 2. Debit Order Instruction Form

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CUSTOMER INFORMATION FORM	
Customer Name	:
Customer ID No.	:
Physical Address	:
Postal Address	:
	Code:
Telephone (H)	(W)
Cellular No:	E-Mail Address:
Company Name	:
VAT No	:
Registration No.	:
Physical Address	:
Postal Address	:
	Code:
Account Contact Person:	
Telephone (B)	Cellular No:
Fax No:	E-Mail Address:

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DEBIT ORDER INSTRUCTION FORM

I/We hereby instruct and authorize Electrocom to draw against my/our account with the above mentioned bank (or any other bank or branch to which I/we may transfer my/our account) the amount necessary for payment of the monthly premium due in respect of the Broadband Services supplied by Electrocom, as well as all megs if applicable used over and above my cap, on the first working day of each month commencing on _____ and continuing until termination of the agreement or until cancelled by me/us personally. I also acknowledge that Electrocom reserves the right to change the above charges without prior notice.

Should your debit order be returned unpaid you will be given a period of fifteen days to make the necessary payment. Should you fail to pay the unpaid amount within this period, you will be disconnected automatically. A re-connection fee of R230.00 will be applicable as well as the outstanding unpaid amount.

I/We understand that this authority will be processed through a computerized system provided by the South African Banks and I/we also understand that details of each withdrawal will be printed on my bank statement or on an accompanying voucher.

I/We agree to pay any bank charges relating to this debit order instruction or any unpaid amounts subject to normal banking practice.

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.

Signed at on this..... day of..... 20.....

BANK ACCOUNT DETAILS:

ACCOUNT NAME: _____

BANK: _____

BRANCH NAME: _____

BRANCH CODE: _____

ACCOUNT NUMBER: _____

TYPE OF ACCOUNT: CURRENT (CHEQUE) SAVINGS TRANSMISSION

AUTHORISED SIGNATORY/IES
.....

ASSISTED BY CAPACITY
(Where legally necessary)

Initial: