

**APPLICATION FOR FIBRE
TO THE HOME (FTTH) INTERNET SERVICE**

Once the form is complete, please email to sales@nexus-net.co.za

CUSTOMER DETAILS (all fields must be completed)

Customer Name _____

Company Registration or ID Number _____ VAT NO. _____

Physical Address _____

Postal Address _____

Contact Person _____ Email _____

INSTALLATION DETAILS

Installation address _____

Onsite Contact Person _____ Tel _____

Contact Email _____

Landlord _____

Landlord Contact Person _____ Tel _____

Landlord Email _____

FIBRE TO THE HOME INFORMATION

NEXUS.NET offer high speed broadband Internet over many fibre networks. These open access networks allow us to deliver services to you, the customer, over a wide coverage area. **We offer both Premium Uncapped and Basic Uncapped.**

PREMIUM FIBRE SERVICE							INDICATE YOUR SELECTION BELOW
PACKAGE CODE	SERVICE PLAN	OPENSERVE	FROGFOOT	OCTOTEL	VUMATEL	PRICE	
F-SILVER-U/10	10Mbps Un-Shaped Internet	✓ 10/5	✓ 10/10	✓ 10/10	✗	R799.00	
F-SILVER-U/20	20Mbps Un-Shaped Internet	✓ 20/10	✓ 20/20	✓ 20/20	✗	R899.00	
F-SILVER-U/40	40Mbps Un-Shaped Internet	✓ 40/20	✗	✗	✗	R999.00	
F-SILVER-U/50	50Mbps Un-Shaped Internet	✗	✓ 50/50	✗	✓ 50/50	R1 199.00	
F-SILVER-U/100	100Mbps Un-Shaped Internet	✓ 100/50	✓ 100/100	✓ 100/100	✓ 100/100	R1 899.00	
F-SILVER-U/200	200Mbps Un-Shaped Internet	✓ 200/100	✓ 200/200	✓ 200/200	✓ 200/200	R2 199.00	

BASIC FIBRE SERVICE							INDICATE YOUR SELECTION BELOW
PACKAGE CODE	SERVICE PLAN	OPENSERVE	FROGFOOT	OCTOTEL	VUMATEL	PRICE	
F-BRONZE-U/10	10Mbps Semi-Shaped Internet	✓ 10/5	✓ 10/2	✓ 10/5	✓ 10/2	R649.00	
F-BRONZE-U/20	20Mbps Semi-Shaped Internet	✓ 20/10	✓ 20/2	✓ 20/5	✓ 20/2	R699.00	
F-BRONZE-U/40	40Mbps Semi-Shaped Internet	✓ 40/20	✗	✗	✗	R799.00	
F-BRONZE-U/50	50Mbps Semi-Shaped Internet	✗	✓ 50/5	✗	✗	R899.00	
F-BRONZE-U/100	100Mbps Semi-Shaped Internet	✓ 100/50	✓ 100/10	✓ 100/25	✗	R999.00	
F-BRONZE-U/200	200Mbps Semi-Shaped Internet	✓ 200/100	✓ 200/20	✓ 200/25	✗	R1 249.00	

PLEASE SELECT WHICH SERVICE CONTRACT YOU REQUIRE:

Month to month contract (Installation fee - R1 840.00)	<input type="checkbox"/>	24 month contract (No installation fee)	<input type="checkbox"/>
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FIBRE LINE MIGRATION FROM ANOTHER ISP (Migration Fee – R850.00)

SHOULD I CHOOSE BASIC OR PREMIUM?

Our basic packages are excellent budget saving options for the internet. If you are just a few users in the home, and have low/medium download requirements, then this package will suit your needs. Some protocols can be shaped or restricted in peak hours on this package. Basic packages are asymmetric speeds, meaning upload is lower than download speed on these services. Our Acceptable Usage policy governs usage of this package. Some speed reductions can happen if usage exceeds limits.

Our Premium packages are best for larger families, small businesses and where a lot of online streaming or downloading is expected. No protocols are shaped or restricted and the acceptable usage policy on this package has higher daily download limits. Premium packages are symmetric speeds on most fibre providers, meaning upload and download speeds are the same.

Our Acceptable Usage Policy can be viewed on our website.

PACKAGE DETAILS

- Prices quoted are inclusive of VAT
- Service includes a wireless router
- Packages are billed monthly in advance and payable by debit order

OUR TERMS

The terms contained in these documents together with this service order comprise the whole agreement between the customer and Nexus.Net Wired and Wireless CC. https://www.nexus-net.co.za/assets/nexus.net_coccomplaints-procedures.pdf
 Our acceptable usage policy which is available at <https://www.nexus-net.co.za/assets/aup-feb-2018.pdf>

YOUR ACCEPTANCE

I have read, understood and agree to be bound by this service order, as well as the terms set out in the documents referred to above, and declare that the information given in this service order is true and correct. I warrant that i am authorised to sign this service order on behalf of the customer.

Print Name _____ Signed at _____

Signature _____ Date _____

NEXUS.NET Wired And Wireless Representative _____ Signature _____

BANK DEBIT ORDER INSTRUCTION

Name _____ Date _____

Address _____

Package Code _____ Debit Amount _____ Commencement Date 01/ _____

Contact No _____

Abbreviated Name As Registered With The Bank: Nexusnet

Dear Sirs/Madams

The Details Of My/Our Account Are As Follows:

Bank _____

Branch Town _____ Branch Number _____

Account Name _____

Account Number _____

Type Of A/C _____ (Savings, Current, Transmission) _____

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorise you to issue and deliver payment instructions to the bank 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 the commencement date and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of no less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address indicated above.

The individual payment instructions so authorised to be issued must be issued and delivered as follows

- i. On the 1st day ("payment day") of each and every month commencing on _____
In the event that the payment day falls on a Saturday, Sunday or recognized South African public holiday, the payment day will automatically be the very next ordinary business day. Further, if there are insufficient funds in the nominated account to meet the obligation, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account;
- ii. Monthly; on or after the dates when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not be more or less that the obligation due;

I / We understand that the withdrawals hereby authorised 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. 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.

MANDATE: I / We acknowledge that all payment instructions issued by you shall be treated by my/our above mentioned bank as if the instructions had 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 to 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 _____ 20 _____

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS _____

Assisted by _____

FOR OFFICE USE: AGREEMENT REFERENCE NUMBER

This Agreement reference number is: _____