



Fibre Internet Subscriber Agreement – Marina Residential Estate

Home User Registration

Please complete in full and sign all pages:

- Customer details
- Product choice
- Declaration

Personal Details

(Details of applicant)

Title:

First Names:

Surname:

ID/Passport Number:

Home Email:

Home Phone:

Mobile Phone:

Residential Address:

Company Details

(For company billing)

Company Name (For invoicing):

Tel. Number:

Business Email:

Physical Address:

Service Installation Address:

Fibre Product:

Speed dependent on your local provider

- Numbers quoted as 4 / 2 means 4 MB/s Download, 2 MB/s Upload

Provider	Speed (MB/S) (Download/Upload)	Price	Select Product (Tick Choice)
(Marina Estate)	25 / 25	R 799	<input type="checkbox"/>
Home Uncapped Data	50 / 50	R 999	<input type="checkbox"/>
	100 / 50 <i>(Most popular)</i>	R 1099	<input type="checkbox"/>
	200 / 100	R 1299	<input type="checkbox"/>
	500 / 250	R 1499	<input type="checkbox"/>

Hardware:

Need a modem or wireless devices?

- The latest and greatest in Tech WiFi and networking products. (Delivery & Setup charges excluded)

Device	Cost	Select Product (Tick Choice)
Wi-Fi Fibre Router	R 990	Required
Wi-Fi Extender	R 450	<input type="checkbox"/>
Fibre installation/activation fee (Openserve fee)	R 1949 / R 999	Required
On-site <u>router</u> delivery, installation & WiFi setup	R650 / once off	If Required

Additional Installation notes/requirements:

Terms and Conditions:

- I declare that the information given by me is true and correct
- I have selected the correct product package and understand the service I will be receiving from That Computer Guy and associated service providers.
- I understand the product packages and understand that any change in product or services requested by me will incur additional costs at the discretion of the service provider.
- I understand that the conclusion of an agreement with That Computer Guy may be subject to credit vetting.
- Should you have your own device, please confirm that it is Fibre capable, if not you will require one when selecting Hardware above.
- If the supplied device's Wi-Fi does not cover your required area and additional Wi-Fi extenders are required, this will be quoted separately.
- I warrant that I have the contractual capacity and/or am duly authorised to enter into this agreement with That Computer Guy if applying for a business service on behalf of a company.
- I agree to a debit order for the monthly service fee amount and allow That Computer Guy or any subsidiary/holding company or 3rd party debit order partner to withdraw funds from my account/business account as per this agreement and debit orders will continue until this agreement has been suspended. The debit order authorisation is valid for as long as this agreement is valid.
- Should the debit order service not be in place, I agree that payment of invoices for monthly services will be paid by the due date, failing which a penalty fee of R150 administration charges will apply and services may be suspended the following day.
- One calendar months' notice is required should you wish to cancel this service.
- For services that include free installation of the fibre line (excluding call out for router installation), That Computer Guy reserves the right to charge you the full installation and connection fees should you cancel within 12 months from the date of activation. The penalty fees may be disregarded if the service is active with That Computer Guy for longer than 12 consecutive months. Installation and connection fees may differ based on Fibre provider, purchased date and line speed.
- That Computer Guy terms of service apply. This agreement is considered a service order.
- All hardware remains the property of That Computer Guy until fully paid for. The device charges will be incorporated into your first month debit order charge.
- I understand that the Fibre service is dependent on my hardware being in working order. That Computer Guy cannot accept responsibility for faulty hardware and may charge a call out fee of R450 should the fault be found with my hardware.
- All faults must be reported either in email, to support@thatcomputerguy.co.za or telephonically via our office on (074) 102 0432
- If you are applying for a Fibre service from That Computer Guy, you hereby give That Computer Guy the authority to apply for or transfer your current service to our system and allow That Computer Guy or any supplier contracted to That Computer Guy full administration of the Fibre line on your behalf.
- Hardware warranty is as per manufacturer's warranty and any warranty delivery costs will be charged directly to customer.
- Non-payment or outstanding accounts with That Computer Guy of more than 14 Days will result in immediate suspension of services and you undertake to accept all legal costs for your own account should That Computer Guy pursue legal action for non-payment and/or penalties (not amounting to more than 1-month service fees).
- I agree that this agreement has no end/expiry date.
- Once this application form has been submitted, the order is final. Any cancellation whatsoever will incur installation costs which may vary from 3rd party providers. I agree to cover these costs in whatever quantum.
- This agreement includes additional terms and conditions, and additional terms of service available on www.thatcomputerguy.co.za, and by signing this agreement, I agree, accept and understand all That Computer Guy's terms in full.
- These terms and conditions may change without notice along with That Computer Guy's terms of service.
- Pricing and packages subject to change with due notification of 60 days.
 - I understand that important clauses in this agreement, which may limit That Computer Guy's responsibility or involve some risk for me, may be in bold or italics. I have paid special attention to these clauses. I also understand that every clause is important and that by signing this application I agree to everything in it.



BANK DEBIT ORDER INSTRUCTION / CREDIT CARD AUTHORITY

The details of my/our account are as follows:

BANK :	_____	Date:	_____
BRANCH:	_____	Contract No.:	_____
BRANCH NO. :	_____	Debit Amount:	R _____
ACCOUNT NAME. :	_____	Commencement Date:	_____
ACCOUNT NO. :	_____		

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:

On the 25th day ("payment day") of each and every month commencing on the above date. 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;

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 and Mandate has been ceded to Netcash (Pty) Ltd as per your agreement with Netcash (Pty) Ltd, but in the absence of such assignment of the Agreement, this Authority and Mandate will be null and void.

Signed at Cape Town on this _____ day of _____ 2021

SIGNATURE(S) AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS: