

Sales Promo Code _____

PRIMARY CONTACT INFORMATION

First Name _____ Last Name _____

Cell Phone _____ Work Phone _____

Email _____ ID/Passport Number _____

Street Name _____ Street Number _____ Building Name _____

Unit Number _____ Suburb _____

City _____ Province _____

Staying in Main House or Cottage ☐ Main ☐ Cottage**BILLING CONTACT INFORMATION**

First Name _____ Last Name _____

Cell Phone _____ Work Phone _____

Email _____ ID/Passport Number _____

TECHNICAL CONTACT INFORMATION

First Name _____ Last Name _____

Cell Phone _____ Work Phone _____

Email _____ ID/Passport Number _____

COMPANY INFORMATION

Company Name _____ Registration Number _____

VAT Number _____

Street Name _____ Street Number _____ Building Name _____

City _____ Unit Number _____ Province _____

ID Document



Proof of Residence



Company Registration



SERVICE SELECTED

PACKAGE	SELECTION	PRICE	SPEED
GoActive 50/50	<input type="checkbox"/>	R 619 PM	50/50 MBPS
GoActive 100/100	<input type="checkbox"/>	R 799 PM	100/100 MBPS
GoActive 200/200	<input type="checkbox"/>	R 929 PM	200/200 MBPS
GoActive 500/500	<input type="checkbox"/>	R 1139 PM	500/500 MBPS

- Pricing includes VAT • FREE Installation • FREE Activation • No Long-Term Contracts • Uncapped | Unshaped | No Fair Usage Policy (FUP) • Minimum Stay: 6 Months: Cancellation before 6 months = pro-rata clawback on: Installation Fee: R1811.25 and Activation Fee: R460.00 (Clawback must be settled in full before cancellation.) • Zoom Fibre Equipment NOT to be removed from property • Billing is in advance • First Payment due on order • Best Effort Service – no credits for downtime • Orders require Landlord / Land Owner's permission • Support Hours: Weekdays: 7am – 10pm Weekends & Public Holidays: 8am – 2pm • All prices include VAT
- Terms & Conditions Apply

TERMS AND CONDITIONS

Contract Terms – Fibre to The Home:

- Month-to-month service
- Unshaped and Uncapped
- No Fair Usage Policy (FUP) (Subject to change if network abuse is detected)
- Best Effort Service (No Credit for any downtime)
- Our Service offering is only internet connection, it does not cover the wireless strength or the setting up of devices in customers home. Example Zoom Fibre and Active Fibre are unable to assist with setting up of CCTV Cameras, TV's, internal setup of devices etc.

BILLING POLICY

Billing Cycle:

A customer's billing cycle starts on the 1st to the last day of the next month. Example Invoices are generated on the 25th or 26th of the current month for the next following months service that is provisioned for and provided.

Upfront Payment:

New Orders require a month up front payment according to the solution selected before the order can be processed with Zoom Fibre.

Service Activation/Installation (If new):

If it's a new service, the customer will also need to pay an upfront installation and activation fee if applicable at the time of activation as well as additionally to the monthly service charge (Installation + Activation + Monthly Fee)

Billing in Advance:

Billing is done in advance. This means that the customer is billed before the service is rendered for the upcoming period. If a customer's billing cycle starts at the beginning of the month, for example, they'll pay for the upcoming month in advance.

Suspended Services:

If services are suspended due to non-payment, billing will continue as services are already provisioned for your address. In such cases, the full amount remains payable. Reconnection of suspended services will incur a **R79.99 reactivation fee**. This fee also applies to returned debit orders.

Upgrading/Downgrading Services:

Upgrading or downgrading services will incur a fee of R195 inclusive of VAT.

Payment Methods:

Invoices can be paid using the following methods:

1. **Netcash Pay Now** Customers will receive login details for the Active Fibre billing system upon account creation. Payments made through this method reflects immediately. (EFT Payments and Direct Banking Payments reflect after 72 working hours)
2. **Debit Order** Ensure sufficient funds are available on the due date to avoid additional fees for returned debit orders. Please Note Depending on your Debit order date billing will be in advance and at the start of a service activation an upfront fee for services will be payable via EFT / Netcash Pay Now
3. **EFT (Electronic Funds Transfer)** Please ensure the correct payment reference is used to avoid delays in processing your payment.
4. **Cash payments** are accepted but will incur **additional bank charges**, which will be added to your account. To avoid these extra fees, we encourage using other payment methods whenever possible.

Important Note:

Always include the correct reference when making a payment. Incorrect references may prevent us from allocating your payment accurately, potentially resulting in service suspension and additional costs.

Equipment Supplied by Zoom Fibre and Managed by Zoom Fibre/Active Fibre

- **Optical Network Terminal (ONT)** installed inside the house/property: Supplied and Owned by Zoom Fibre and NOT TO BE REMOVED FROM PROPERTY
- **Pre-configured router will be provided** – Supplied, Managed by Active Fibre (To be returned on cancellation) NB! Any damage to equipment/hardware/infrastructure after installation will be for the customer's account.



TERMS AND CONDITIONS

Installation Process:

Timeline: Installation takes 7 to 14 working days from the date of application.

Equipment Damage or Relocation of Equipment / Fibre Infrastructure

- Any relocation or repair of existing equipment must be carried out by an authorised Zoom Fibre or Active Fibre technician.
- In the event of equipment being damaged, the cost of repair or replacement will be for the customer's account. A quotation will be provided, which must be approved and paid in full before any repairs, replacements, or fibre cabling work is undertaken.

Customer Responsibility:

Only the customer has the authority to cancel or revoke cancellations with their current or previous ISP. Active Fibre and Zoom Fibre cannot make these changes on behalf of the customer.

Installation Team:

- In-house installation: Customers can request specific locations, but if the contractors advise that they are unable to install where requested, it means that they are unable to, as they are limited as to where to install in the home.
 - When the Installation is completed at your home – Service can take a few days to activate – we will monitor this progress and advise customer accordingly.
- Installation Fees for re-installations or damaged Zoom Fibre Equipment will be billed at R1811.25 Inclusive of VAT and is payable prior to the re-installation order being processed.

Important Notice: Installation Issue Reporting Policy:

For any new or re-installations done at your property, please make sure if there is a problem with the installation to notify us via email home@activefibre.co.za within 7 working days of installation – NB! Active Fibre will log tickets with Zoom Fibre and their contractors for investigation and resolution. Any mails sent to Active Fibre after the first 7 working days from the installation, any repairs etc linked to the installation will be for the customers personal account.

Zoom Fibre Activations/Migration Fees

A migration fee applies to premises that have been inactive for less than 30 days when switching from one ISP to another Fee for this activation/migration is **R460** Inclusive of VAT.

Responsibility Scope:

Zoom Fibre and Active Fibre are responsible only for the internet service provided to customers. Services such as setting up CCTV cameras, TVs, or configuring internal devices are not included. These are additional services that require a separate quotation, approval, and payment before assistance can be provided.

Wireless Extender: A wireless extender may be necessary depending on factors like property size, wall thickness, or multiple floors (e.g. upstairs and downstairs setups). If required, Active Fibre can provide the necessary hardware and labour at an additional cost. For a quotation, please email: sales@activefibre.co.za

SERVICE CANCELLATIONS / MOVING HOME

Important Service Notes:

- Cancellation – All cancellations for Zoom Fibre connections requires a calendar month notice.** Cancellation will take effect from the 1st day to the end day of the month. All cancellations are to be made in writing and mailed to accounts@activefibre.co.za. "All hardware remains the property of Zoom Fibre and Active Fibre and must not be removed from the property if the customer moves or cancels services. Unauthorized removal of equipment will result in the customer being billed for the cost of retrieving the hardware."
NB: If customers move or discontinue services without notifying us in writing, the bandwidth-provisioned service will continue, and billing will proceed. The customer will remain legally liable for payment until the service is formally terminated, with termination requiring a calendar month's written notice to accounts@activefibre.co.za
- Moving Home –** Any current services with Active Fibre (FTTH solutions) all require a calendar month notice in writing to accounts@activefibre.co.za. And we can investigate at the same time to see if your new home will be feasible with connectivity solution and we will assist so when you move into your new home, it is a smooth transition (Please note each new home requires a new application form, as services differ from area to area – and all offerings are subject to feasibility and available in the new area you will be moving too. From the 1st day to the end day of the month. – All cancellations are to be made in writing and mailed to accounts@activefibre.co.za. (One calendar month written cancellation notification required)

Active Fibre Technical Management:

Active Fibre handles the logging of support tickets with Zoom Fibre on behalf of the customer. **(No Service Level Agreement in place.)** Zoom Fibre provides a broadband solution that is a best effort service; uptime and speeds are not guaranteed. It is a Best effort solution (resolution is dependent on the fault). Active Fibre is not responsible for any infrastructure and can only log tickets and follow up. Turn around time is not guaranteed.

Active Fibre and our contractors will not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the use or inability to use any of the service(s) or for the cost of procurement of substitute services.

COMPLIANCE AND POLICIES

Customers Information

Customer information may be shared for the following purposes: application processing, technical repairs related to the service, credit checks, and collection of outstanding payments. Non-payers will be referred to the Legal Department for further action. By signing this agreement, customer understands and consents to the sharing of their information for these purposes.

Customers must comply with the Acceptable Use Policy (AUP). Visit our website for the complete terms and Acceptable Use Policy (AUP): www.activefibre.co.za

POPI Act - Protecting Our Customers

Only authorised individuals approved by the account holder will be assisted with any queries. No exceptions.

General Terms and Conditions Apply

<https://www.activefibre.co.za/wp-content/uploads/2025/03/Active-Fibre-General-Terms-and-Conditions-v3-updated-March-2025.pdf>

Signed at _____ on this _____ day of _____ I have read and accepted the terms and conditions.

Full name _____ Date _____ Position in Company if Company Account _____

Signature _____



PAYMENT TERMS - DEBIT ORDER ONLY

Authority and Mandate for payments Instruction: Electronic and Written Mandates

Given By (Account Holder) _____ Contact Number _____

Address _____

Bank Name _____ Branch & Code _____

Account Number _____ Amount _____

Account Type (eg. Cheque, Savings) _____ Date _____

This debit order should be processed on the ☐ 1st of every month.

Abbreviated Name as Registered with the Bank: **ACTIVE FIB**

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 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 _____ 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. 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.

I / We understand that the withdrawals hereby authorised will be processed through a computerised 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.

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 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 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 _____

(Signature as used for operating on the account)

_____ Agreement reference number is _____ (Assisted by)

Kindly ensure that sufficient funds are available to avoid any payment issues. Please note, in the event of a debit order rejection, an administration/reactivation fee of R79.99 (incl. VAT) will apply. Services will only be reactivated once full payment has been received.

Additionally, as services are bandwidth-provisioned, monthly charges will still apply during any suspension period, and payments will remain due. Please note that no credits will be issued for any service downtime during suspension.



LANDOWNER CONSENT FOR INSTALLATION OF ZOOM FIBRE EQUIPMENT

I/We, _____

ID No/Company Reg No: _____

In my/our capacity as the registered owner/s, duly authorized representative/s of the registered owner/s of the property known as:

hereby grant/s the tenant, known as: _____

permission to **Zoom Fibre** equipment on the premises and for future usage of the installed equipment for the telecommunication/communication purposes. The Fibre equipment is the property of Zoom Fibre and not to be removed or repaired by any other parties other than Zoom Fibre and their approved Contractors.

The Landowner/Customer acknowledges that ownership of the Fibre equipment will always remain vested in the Tenant and/or its associated companies. The Landowner/Customer consents not to attach such wireless equipment and relinquishes its right to the "Landlord's Hypothec".

All equipment has been approved by the Independent Communications Authority of South Africa (ICASA).

Landlord Signature _____

Signed at _____ on this _____ day of _____

LANDOWNER CONTACT DETAILS:

Full Name: _____

Contact Details: _____

Tel: _____

Email: _____

Building Name: _____

Physical Address: _____

