

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 Free Standing house or Cottage ☐ House ☐ 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



## FIBRE INFORMATION

Is Fibre Installation Required? ☐ Yes ☐ No

Please confirm package type below:

- ☐ Pay for Installation Upfront with a free Activation and Free Router with 6 month claw back
- ☐ If Already Installed, Free Activation and Free Router with a 6 month claw back

## METROFIBRE HOME PACKAGES

*Please select the option that suits you best*

PACKAGE	PRICE	DOWNLOAD	UPLOAD	SELECTION
GoActive 20/20 *Feasibility Dependent*	R 525 PM	20MBPS	20MBPS	<input type="checkbox"/>
GoActive 40/40 *Feasibility Dependent*	R 490 PM	40MBPS	40MBPS	<input type="checkbox"/>
GoActive 60/60 *Feasibility Dependent*	R 650 PM	60MBPS	60MBPS	<input type="checkbox"/>
GoActive 25/25	R 525 PM	25MBPS	25MBPS	<input type="checkbox"/>
GoActive 45/45	R 695 PM	45MBPS	45MBPS	<input type="checkbox"/>
GoActive 75/75	R795 PM	75MBPS	75MBPS	<input type="checkbox"/>
GoActive 150/150	R 880 PM	150MBPS	150MBPS	<input type="checkbox"/>
GoActive 250/250	R 970 PM	250MBPS	250MBPS	<input type="checkbox"/>
GoActive 500/500	R1225 PM	500MBPS	500MBPS	<input type="checkbox"/>

## 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.
- Services CANNOT be PAUSED – if you go away on holiday or do not utilise the Internet Connection, bandwidth is still provisioned and under no circumstances will a credit be passed. The same applies to suspended services.
- Our Service offering is only internet connection, it does not cover the wireless strength or the setting up of devices in customers home. Example Metro 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 Metro 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.



## TERMS AND CONDITIONS

**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. ATM Deposits: R20 and Bank Teller Deposits: R75 per Cash Transaction.

**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 Metro Fibre and Managed by Metro Fibre/Active Fibre**

- **Optical Network Terminal (ONT)** installed inside the house/property: Supplied and Owned by Metro Fibre and NOT TO BE REMOVED FROM PROPERTY
- **Pre-configured router will be provided** - Supplied, Managed by Active Fibre (To be returned on cancellation in it's original packaging with the power supply)- Damaged or Unreturned routers will be billed to the client. NB! Any damage to equipment/hardware/infrastructure after installation will be for the customer's account.

**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 Metro 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 Metro 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 Metro 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](mailto:home@activefibre.co.za) **within 7 working days of installation** – NB! Active Fibre will log tickets with Metro 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.

**Metro 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 **R1058** Inclusive of VAT.

**Responsibility Scope:** Metro 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](mailto:sales@activefibre.co.za)

**SERVICE CANCELLATIONS / MOVING HOME**

**Important Service Notes:**

- **Cancellation** – All cancellations for Metro 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](mailto:accounts@activefibre.co.za). "All hardware remains the property of Metro Fibre and Active Fibre and must not be removed from the property if the customer moves or cancels services. Unauthorised 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](mailto: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](mailto: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](mailto:accounts@activefibre.co.za). (One calendar month written cancellation notification required)

**Active Fibre Technical Management:** Active Fibre handles the logging of support tickets with Metro Fibre on behalf of the customer. (**No Service Level Agreement in place.**) Metro 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](http://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) \_\_\_\_\_

Debit Order will be processed on 1<sup>st</sup> Working Day of every month.

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

This signed Authority and Mandate refers to our contract ("the Agreement") dated: \_\_\_\_\_

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.

I/We acknowledge and agree that the amount debited may vary in accordance with changes to the services provided or adjustments in pricing. Any such changes will be reflected in the debit order amount at the time of collection, based on the prevailing rate for the services rendered.

I/We acknowledge that a debit order mandate information added/completed and signed electronically—whether through an online platform, digital form, or electronic signature—carries a valid digital footprint and is legally binding. I/We confirm that such authorisation is deemed to have been personally approved and consented to by me/us.

### 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 of the duly authorised account holder and operator: \_\_\_\_\_

- 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.

