



OPENSERVE FIBRE CONNECT PREMIUM (BUSINESS)

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 _____

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 _____

AUTHORISED ACCOUNT REPRESENTATIVE

First Name _____ Last Name _____
Cell Phone _____ Work Phone _____
Email _____ ID/Passport Number _____

Customer Signature _____

ID Document



Proof of Address



Company Registration



Utility Bill



VAT Doc (if applicable)



010 110 0595

www.activefibre.co.za

sales@activefibre.co.za

WhatsApp Chat

Active Fibre



BANDWIDTH OPTIONS

Please select the option that suits you best and initial selection

PACKAGE SPEED	PRICE	SELECTION	TERMS		INITIALS
50Mbps - Symmetrical	R 2000 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
100Mbps - Symmetrical	R 2500 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
200Mbps - Symmetrical	R 3000 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
300Mbps /150Mbps Asymmetrical	R 3350 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
500Mbps /250Mbps Asymmetrical	R 3800 pm	<input type="checkbox"/>	<input type="checkbox"/> 12 months	<input type="checkbox"/> 24 months	<input type="text"/>
<p>12 Month Contract – R2000 excluding VAT (Installation Payable on order) 24 Month Contract - FREE Installation Uncapped; Unshaped; No Fair Usage Policy (FUP); All Pricing is Exclusive of VAT; Landlord Approval Required</p>					

TERMS AND CONDITIONS

***Contract Period according to the term selected. Cancellations of any business links can only be processed a calendar month prior to the service term ending. If services are to continue after the initial period the term will be month to month – Equipment belongs to Openserve and Active Fibre – This order is for the Internet Connectivity portion provided ONLY. Any additional assistance, networking, hardware, project management, Service Level Agreements etc will need to be quoted for on request. We offer a full turnkey solution and have a wealth of service offerings. Please reach out to our sales team on additional services that are required and our team will advise and quote accordingly.

No Fair Usage Policy. Price Excludes VAT

Pre-orders estimated time of completion to be advised on order (estimated time of completion subject to change). If we have enough uptake we will engage discussions with Openserve for a sooner resolution, our team will contact customers and advise accordingly.

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. Regrading fee to be quoted on request.

Payment Methods:

Invoices can be paid using the following methods:

- 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)
- 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
- EFT (Electronic Funds Transfer)** Please ensure the correct payment reference is used to avoid delays in processing your payment.
- 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.

Responsibility Scope:

Openserve 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, networking etc. 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

Active Fibre Technical Management:

Active Fibre handles the logging of support tickets with Openserve on behalf of the customer. (**No Service Level Agreement in place.**) Openserve is 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 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.



TERMS AND CONDITIONS

- Openserve Premium Solutions have an 8 hour mean time to repair (This means that, on average, if there is a fault or issue with your fibre line, it should take around 8 working hours to fix it. It's not a guaranteed repair time, but a general estimate based on past repairs. Some problems may be fixed quicker, while more complex ones might take longer depending on the issue and location.)

MOVING PROPERTIES

Business Cancellation or Termination of 12- and 24-Month Contracts

- Customers cancelling services prior to the term of the contract will be liable to pay the full contractual term of the service provided as per this agreement.
- Customers moving to a new property need to send a cancellation through advising of the cancellation of the existing service – the service applied for on this agreement will be billed until the end of term of this contract.
- New property details to be provided to assist with feasibility checks to co-ordinate and assist in connectivity at the new property in order to avoid any service disruptions for business.
- All equipment remains the property of Openserve and Active Fibre. Openserve equipment must not be removed from the property. Active Fibre will arrange the collection of our hardware at the end of the cancellation term.
- A new application is required for each property, as services and costs vary by area – sales@activefibre.co.za

Important Notice Regarding Cancellations:

Please ensure that all cancellation requests are sent to the correct email address: accounts@activefibre.co.za. Active Fibre cannot be held responsible for delayed processing or continued billing resulting from cancellations sent to incorrect or unofficial channels. It remains the customer's responsibility to follow the correct procedure to avoid any unnecessary charges while the service remains provisioned.

PRE-INSTALLATION SITE REQUIREMENTS

Site Readiness Checklist (For customer to make available to Openserve and Active Fibre):

Customers with active services from another Internet Service Provider (ISP) must follow these guidelines to ensure a smooth transition:

- Landlord approval**
 - Get Landlord to sign off landlord approval document to ensure that contracting teams have approval to install fibre into the premises (A route planning document will also be sent after the completion of a site survey)
- Internal cabling**
 - Internal cabling (Local Area network) not supplied, this is the client's responsibility. The Local Area Network cabling refers to cabling for Wireless access points, VoIP phones, cabled access points for laptops, computers and printers as well as any additional local area network cabling that may be required. Local area network cabling can be supplied by Active Fibre, we would need to conduct a site survey for this to confirm what is required.
- On-site contact**
 - Provide an on-site contact person's details who will be available to take the contracting teams through the premises and provide access to them where required, this person also has to be available via telephone as the contractors will stay in contact with them.
- Proper Ventilation for Equipment**
 - Ensure that the room where the cabinet is installed has sufficient ventilation to maintain proper airflow. The equipment generates heat during operation, and inadequate ventilation may result in overheating, leading to potential performance issues.
- Stable power supply**
 - Confirm that the site has a stable power supply. If no UPS is available, it is the client's responsibility to install one to ensure uninterrupted service. Alternatively, a UPS solution can be provided through Active Fibre services upon request. Please contact us for a quote if needed.
- Wi-Fi Equipment Requirements**
 - Standard routers do not include Wi-Fi functionality. Please ensure that separate Wi-Fi equipment is available on-site if needed. Alternatively, Active Fibre can supply this equipment upon request at an additional cost.
- Site-Specific Health and Safety Protocols**
 - Please provide any site-specific health and safety protocols or requirements that need to be followed during installation or maintenance.
- Cabinet installed**
 - Clients must ensure that a data cabinet is installed on-site with sufficient space for Active Fibre equipment. A minimum of 3U is required. If no cabinet is available, Active Fibre can provide and install one at an additional cost.
- Landlord Presence and Approval During Site Survey**
 - Ensure the landlord is present during the FNO's site survey to approve any necessary alterations or modifications to the property. It is recommended to obtain immediate authorization for any planned routes or changes. Confirming these points will help streamline the installation process and ensure timely project completion. Should you have any questions or require clarification, please feel free to reach out to your Active Fibre Account Manager.

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) _____

Debit Order will be processed on 1st 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.

