

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 _____

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 Residence



Company Registration



SERVICE SELECTED

Please select the option that suits you best and initial below

PACKAGE	PRICE	DOWNLOAD	SELECTION	INITIALS
GoActive 10/5Mbps	R 295 pm	10MBPS	☐	
GoActive 20/10Mbps	R 320 pm	20MBPS	☐	
GoActive 40/20Mbps	R 395 pm	40MBPS	☐	
* Upgrade/Downgrade Fee R 195 • FREE Installation • FREE Activation • FREE to Use Wifi Router • No Long Term Contracts • Landlord permission required • Installation/Activation 7-14 days from date of order • Service offering is Feasibility Dependent • Billing is in advance month-to-month • Payment – Service is Uncapped; Unshaped • Pricing is inclusive of VAT • First payment due upfront prior to Installation and Activation of Service • Best Effort Solution, no credits for downtime • Trenching over 8M will incur a fee of R180 per meter if applicable • Re-Installations are billable (R1250 inclusive of VAT) • Cancellation: 1 x Calendar Month Written Notice • After-Hours Support Available – Weekdays 7 am to 10 pm / Public Holidays & Weekends 8 am to 2 pm • Terms and 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 Openserve 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 Openserve.

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 Openserve and Managed by Openserve/Active Fibre - Landlord Permission Required

Service Offering	Infrastructure Management	Hardware / ONT Box on Wall / Dishes	Router Hardware	General Turnaround Time from Technical Faults	Speed / Uptime Guarantees
Openserve Web Connect	Openserve	Openserve Wall Box	Openserve Router	Not Applicable	None
Openserve Web Connect Air	Openserve	Openserve - Wall Box - Wireless Dish	Openserve Router	Not Applicable	None
Openserve Fibre Connect	Openserve	Openserve Wall Box	Active Fibre Router	Not Applicable	None
Openserve Fibre Premium Connect FTTH	Openserve	Openserve Wall Box	Active Fibre Router	+/- 8 Hour Mean Time to Repair Time - Fault dependent	None

- **Wall box** inside the house: Supplied and Owned by Openserve and NOT TO BE REMOVED FROM PROPERTY
- **Pre-configured router will be provided** - Supplied, Managed and Owned by Openserve or 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

GENERAL

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

Openserve Activations Only: For activation-only services, please note that Openserve will activate the link at the same speed as the previous tenant or owner. If the requested speed differs from the previous speed, a regrade may be necessary. In such cases, a fee of R195 (including VAT) will be charged for the regrade.

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 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

Equipment Damage or Relocation of Equipment / Fibre Infrastructure

- Any relocation or repair of existing equipment must be carried out by an authorised Openserve 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.

SERVICE CANCELLATIONS / MOVING HOME

Important Service Notes: Cancellation – All cancellations for Openserve 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 Openserve 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 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.
- Openserve Premium Solutions have an 8 hour mean time to repair – What does this mean? 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.

INSTALLATION PROCESS FOR THE FOLLOWING FIBRE TO THE HOME SOLUTIONS WITH OPENSERVE:

Openserve Web Connect – Openserve Fibre Connect – Openserve Fibre Connect Premium

- Timeline: Installation takes 14 to 21 days from the date of application – Openserve Web Connect – Openserve Fibre Connect – Openserve Fibre Connect Premium

Installation Process and Important information regarding the Web Connect Air Installation Process

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

- Timing of Cancellations and Installations:** Schedule the installation of your new service at least 1 to 2 weeks before cancellation date of your current ISP services. (The date that your current service is about to be cancelled) – In other words an overlap of service and billing as services will need to run concurrently.
- Why This is Important:** If the site is not feasible for the new installation (due to factors like buildings, trees, hills, or other obstructions blocking the line of sight to the wireless tower), Openserve will not be able to complete the installation or provide service. If the site is found to be not feasible, customers must contact their current ISP and revoke their cancellation. This protects the customer from experiencing downtime and incurring reconnection fees.
- Overlap of Services:** To avoid interruptions, keep your current ISP service active for a few days after the new Web Connect Air service installation is completed and activated.
- Customer Responsibility:** Only the customer has the authority to cancel or revoke cancellations with their current or previous ISP. Active Fibre and Openserve cannot make these changes on behalf of the customer.

Installation Team:

- Openserve contractors will decide the best spot for the dish, depending on signal strength.
- 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.

NB! There is only one set of equipment that Openserve can use for the Web Connect Air Wireless solution – Openserve CANNOT and will not use another provider's existing equipment if customer is advised otherwise this is not the case. **Please note Openserve cannot arrange longer poles in order to get Line of Site** – the poles are the length they are so that the service provided is not deteriorated. Openserve under any circumstances are not prepared to offer a deteriorated service.

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

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.*

