

WAN4U VAS METROFIBRE FTTH INTERNET APPLICATION

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FULL PARTICULARS OF CUSTOMER (PLEASE COMPLETE AND SIGN BELOW. ALL PAGES MUST BE COMPLETED AND INITIALLED)

Please supply the follow documentation for RICA: Copy of ID Book, Proof of residence

Please supply the follow documentation for Contract: Last 3 three months bank statements, Landlord ID Book and Landlord contract

Date of Application:			
Name of Company or individual:			
Company registration or ID no:		VAT Number:	
Physical Address or GPS:			
Contact Name 1:		Contact Name 2:	
Fax Number:		Cell Number 1:	
Land line Number:		Cell Number 2:	
Email Address:			
Landlord Name:		Landlord Number:	
Referred By:			
Purpose of Internet:	<input type="checkbox"/> Downloads <input type="checkbox"/> Media <input type="checkbox"/> Web Browsing <input type="checkbox"/> Email <input type="checkbox"/> Facebook / Facebook Games <input type="checkbox"/> VoIP <input type="checkbox"/> Other <input type="checkbox"/> Streaming <input type="checkbox"/>		

VAS Metrofibre FTTH Uncapped Fibre + Internet specification

Download	Upload	Total Price Monthly	Backup Link*	Available on Contract	Router Included on Contract	
20 Mbps <input type="checkbox"/>	20 Mbps	R549.00	Yes	Yes	Yes (MT hAP Lite)	For non contract options, you will need to purchase internet equipment from Wan4U – costs subject to site survey. For contract options, you don't have to purchase equipment – the equipment stays the property of Wan4U and is hired to you free of charge. Additional costs may be incurred in case of an abnormal installation. *Bursting is subject to availability of bandwidth on our network. Additional Fees: • Termination point relocations – up to 15m (R1750.00) • Termination point relocations – 16 to 25m (R2500.00) • Termination point relocations – more than 25m (subject to quotation from contractor) Access Builds (Terms and Conditions): • Limited to a build distance of 15m – any additional trenching will be billed by the sub-contractor to the end user at R160 per meter. All end users will be required to approve any additional charges prior to the completion of the build. • MetroFibre will cover an access build cost up to a maximum amount of R10 000. Any quoted build costs that exceed this value will be returned to the ISP to discuss with the end user. The end user may trench themselves within reason to reduce the quote fee, or they may pay the difference to the sub-contractor. • Completion within 15 -21 business days as per the standard SLA.
50 Mbps <input type="checkbox"/>	50 Mbps	R809.00	Yes	Yes	Yes (MT hAP ac Lite)	
100 Mbps <input type="checkbox"/>	100 Mbps	R929.00	Yes	Yes	Yes (MT hAP ac2)	
200 Mbps <input type="checkbox"/>	200 Mbps	R1039.00	Yes	Yes	Yes (MT hAP ac2)	
500 Mbps <input type="checkbox"/>	500 Mbps	R1300.00	Yes	Yes	Yes (MT hAP ac2)	
*Only in selected areas *Radio link included for basic install*Additional install fees may be added *Monthly pricing of backup link cannot be unbundled. *Backup link is optional service free of charge.						
ONCE OFF INSTALL & ACTIVATION FEE				R1750.00		
1 Public IP <input type="checkbox"/>	-	R 201		-		The public IP will always remain the property of Wan4u. The customer will be liable for the reputation of the allocated public and is NOT wan4u responsibility. The IP address may change without prior notice. Sub domain will be registered to client.wan4u.co.za domain.

Standard terms and Conditions

1. Client will **not** own the equipment after signing a 24 month contract, the equipment will always stay the property of Wan4u cc.
2. The Landlord will cooperate with removing all equipment installed by WAN4U inside and outside the building when cancellation or contract breach from Client occurs.
3. Client is responsible for the equipments safety and may not move the equipment without wan4u consent. Physical spike or surge damage on Wan4u equipment will not be covered over the contract period, thus making it the client responsibility to ensure safety for the above mentioned equipment. The Client will be charged the necessary costs for replacing equipment while in 24month contract.
4. A call out fee will be charged if the client can not resolve connection problems with the LAN part of the network. Wan4u will only give free support on the Wan(Fibre) side of the network e.g. Splicing, cabling.
5. All purchasing of internet equipment e.g. routers, WiFi access points must be done through HOME PC computer shop or designated supplier.
6. Any damage caused by the client/pets/natural disaster to the equipment or fibre network installed on the clients premises, will be billed on clients account for the repair or maintenance
7. Wan4u can not be held responsible for any downtime caused by Fibre provider e.g. Metrofibre
8. Removal of equipment must be done at the Client own costs. Covering of holes, removing of cables, and other structure changes are not the responsibility of Wan4u cc or Home PC.
9. Wan4u reserves the right to block peer to peer (torrents)programs and other non standard internet protocols. Wan4u are willing to give any information e.g. Data, movies, music, images from the client's log files to ICASA and South African Police or any other International authorities if needed.
10. The Client is responsible for all internet traffic arriving on their computers/devices through the internet and wan4u takes no responsibility whatsoever. All internet content, are the responsibility of the client and not Wan4u.
11. Detection of virus or spy-ware or excessive internet traffic from the client router on wan4u network will result in immediate disconnection. Reconnection will only be done when client have resolved the problem and have evidence that disinfection take place.
12. Wan4u will not be held responsible for any damages direct or indirect from their services rendered to the client through the internet connection given, software or hardware related.
13. Wan4u cc reserves the right to throttle/manage/quality of service/Deny any protocol, file extensions, domains, layer7 and port connections to the client, including port forwarding.
14. All internet traffic may be graphed and produced on client request.
15. Wan4u is not responsible for a SMTP server and mail relays. The client is responsible for their own SMTP server domain for sending mails.
16. Internet from the Client may not be shared to any third party unless permission granted by Wan4u.
17. Only **base** speed is guaranteed on local traffic and not international traffic, burst speed is not guaranteed.
18. Wan4u can only guarantee connectivity from our service peering provider best service, and can not guarantee up time after lightning storms, and natural disasters.
19. Wan4u Internet may be disconnected during lightning storm due to network shut-down.
20. Wan4u cannot be held responsible for damages of fibre cable and structures during excessive weather storms.
21. Software and settings of the GPON router are responsibility of Wan4u and the client may not change any settings.
22. Client can only cancel month to month debit before **25 Th** prior month.

23. When debit order failure occurs, disconnection will be applied immediately The reconnection fee will be 2 **month internet** contract on next debit order as holding deposit for security reasons. It is the Clients responsibility to ensure funds between the 1st and 5th of each month in their own bank accounts. The client will also not have any credit facilities on their account when signing a 24 month a contract.
24. When signing a 24month contract the client may only use the debit order facilities and may not do any other manual payment methods e.g. cash, bank transfer.
25. Wan4u reserves the right to inquire the Client ICT and credit checks and other background information when signing 24month contract.
26. 24 Month contract equipment definition: One Router connecting to the wan4u GPON Network. Power supply with or Without power over Ethernet capabilities. 10 Meters Cat 5 solid core cable with rj45 connectors.
27. The client will be liable for all other extra installation costs including 3 Rd party installation from other companies, connecting to Wan4u network e.g. routers, server, hub, switches, access points, network cable, WiFi equipment.
28. Any of standard rules and regulations are not met, a contract breach will commence. All equipment will be removed from the clients Premises asap. Labour costs per hour will be applied by removing equipment. When not paying the 24month contract in full the Client is also Liable for a R3000 termination fee.
29. Wan4u reserves the right to photograph equipment, installation and wiring for marketing and quality reasons.
30. Wan4u reserves the right to increase the monthly fees with the client consent. Rules, Standards and regulations can be changed at any time with the clients consent and notification; increase in monthly fees includes fees that are in arrears.
31. When the Wireless backup link/services are used, Wan4u can not guarantee full bandwidth of subscription. This link may only be used as best effort.
32. Public internet protocol address reputation is the client responsibility and not Wan4u, The public address may change without prior notice. Wan4u is the owner of the public IP's.
33. When signing below the Client and Landlord will comply with above terms, conditions, rules and regulations set by WAN4U.
34. Wan4u will not be held responsible for any structural damage caused to a building, such as drilled holes, loose bricks, masts, roof tiles, sink, roof leaking etc. or the after effects of such structural damage.
35. Wan4u is not responsible for the maintenance or design of any internal networks.
36. The client is responsible at all times to keep the installation of Wan4u safe and secure.
37. By signing this contract you authorise Wan4u to install infrastructure e.g. tar pole's, trenching where and when needed. The infrastructure will remain the property of wan4u after 24 month contract and any form of cancellation of service and cannot be removed from premises after contract termination.
38. Installation distance longer than **2Km** from our nearest POP, will be scrutinized by Wan4u and judged accordingly.
39. Minimum installation time on a contract is **5 hours**, if surpassed hourly labour charge will be billed.
40. Contract budget will cover only up to **R 3500 install fee**. If charges exceeds **these limits** the client will be billed for the additional costs. Any additional fees set by Fibre partner will be paid by the client. Termination fee is not included in this budget.
41. The client is responsible for all internal traffic.
42. Should the fibre misalignment occur because of wind or any other condition, Wan4u will not be held responsible for any repair costs involved.
43. Only **300 Concurrent** connections will be given to a single router unless stated otherwise.
44. Wan4u will not be held responsible for any fibre damage caused by vandalism or unrest
45. The Client fibre equipment must produce and receive proper connection to prevent disconnection.
46. By signing this application form, you authorize Home PC to deduct any outstanding amount via Wan4u Debit order system.
47. Wan4u will not be responsible for damage to any equipment as a result of lightning damage and high electrical current whatsoever.
48. Wan4u will not be held responsible for Quality on 3rd party real time services like VoIP, Gaming and video conferencing and streaming.
49. The Customer will accept all risk involved attending to equipment maintenance and installations by themselves.
50. Wan4u technicians will have right of way when installing equipment at client premises and attending to maintenance on property, during contract and out of contract period.
51. The safety of Wan4u technicians must be looked after, when installing or maintaining equipment on premises. E.g. by removing pets.
52. Wan4u will not be held responsible for any modifications to buildings, electrical equipment. E.g. power to Geysers.
53. Wan4u will not be held responsible for the customers WiFi key. Wan4u will set-up a default key unless stated otherwise by the customer. If the customer needs a different key, Wan4u can assist the customer to change the key, charges may apply for changing the key.
54. Way leave and installation time cannot be guaranteed.
55. All Uncapped traffic is true uncapped by Wan4u but may be regulated by third party internet service providers
56. Wan4u cannot Guarantee any traffic speed, business or home package between Friday 22:00 – Monday 07:00 (Whole weekend) Monday – Friday 22:00 – 07:00 (Normal weekdays)
57. The customer will follow the correct channels when submitting any complaints or network failures through Wan4u customer portal, email (support@wan4u.co.za), call centre(012 546 6100) or our mobile application and cannot use any 3rd party mediums or social networks.
58. All MetroFibre customers have a Termination fee of R1750.00 Once off and the Termination fee needs to be paid before Wan4u installs the WiFi router.
59. All MetroFibre packages are calculated pro-rata and billed pro-rata from the day the router is installed. Pro-Rata invoices need to be paid immediately or there will be a double deduction at the end of that month.
60. Wan4u cannot Guarantee any traffic speed, between 17:00 – 22:00 from Monday – Friday and over weekends.

Debit Order Details

Wan4u is hereby authorized to arrange with my bank or building society to collect the monthly subscription rate against my bank or transmission account (wherever it may be) in terms of a debit order. This transaction will occur between **1st and the 5th** of each month, cancellation must be done before **25 Th** prior cancellation. I/we the undersigned, "instruct" and authorize Wan4u, to draw against my/our account. I/we understand that if bank details have been supplied the withdrawals authorized here will be processed by Sage-pay. I/we also understand that details of each withdrawal will be printed on my/our statement. I/we agree to pay any banking charges relating to this debit order instruction. This authority may be cancelled by means of giving you thirty days notice in writing, sent by prepaid registered post, but I/we understand that I/we shall not be entitled to any refund of amounts, which you have withdrawn whilst this authority was in force if such amounts were legally owing to you. Assignment: I/we acknowledge that the party hereby authorized to effect the drawing(s) against my/our account may not cede or assign any of its rights and that I/we may not delegate any of my/our obligations in terms of this contract/authority to any third party without prior written consent of the authorized party. By signing this application form, you authorize Home PC to deduct any outstanding amount via Wan4u Debit order system.

Bank e.g. ABSA, FNB:	Branch Name:		
Branch Number:	Account Number:		
Account Name:			
Type of Account:	Cheque <input type="checkbox"/> Savings <input type="checkbox"/> Other <input type="checkbox"/> _____		
Date of first withdrawal:	01/____/20____		
Wan4u – Banking Details ABSA, Pretoria North, Branch Code 509145, Account Number 4054353259	_____ Signature of Payer or Authorized Official		
Complete the table in FULL & Initial this Page.			
Contract 24 Months	<input type="checkbox"/> Yes. <input type="checkbox"/> No.	Start Date: ____/____/20____	Please note that should the connection date is before the 1st of the following month, you will be billed for the full amount you've applied for.
Packages (Please select ONE Package)		Once off Termination Fee of R1750 payable upfront.	
____ Mbps <input type="checkbox"/> Public IP <input type="checkbox"/> Backup link <input type="checkbox"/>		TOTAL MONTHLY CHARGES Incl. VAT	R
Signed Customer, duly authorize	Signatory's Name	Sales Representative Name	Landlord Signature

ANNEXURE 1-MFN FTTH SERVICE LEVELS

1. Planned Network Availability

The MFN FTTH GPON network is designed to provide an average availability of FTTH services of **96%** per year, measured over a 12-month rolling window.

2. FTTH Service Hours

MFN Operates a Network Operations Centre (NOC) specifically for its FTTH network. The following table indicates the FTTH NOC's operating hours.

FTTH NOC Hours of Operation		
Monday – Friday		08:00 - 17:00
Saturday		08:00 – 13:00
Sunday		Close
FTTH Fault Reporting		
Telephonically 012 546 6100	Monday – Friday	08:00 - 17:00
	Saturday	08:00 - 13:00
	Sunday	Close
	Public holidays	Close
Through Ticketing Portal	24/7/365	
Physical Repairs on Customer Premises		
Monday to Saturday, during business hours, subject to customer availability		

Critical fault repairs and network surveillance and monitoring will be performed 24/7/365.

3. FTTH Service Level Definitions

Service levels for the FTTH Network are divided into two levels based on the nature of the faults, with the understanding that the Service is intended solely for home use:

3.1 Serious Faults

Faults that cause a customer to still be completely offline after all remote diagnostics have been completed. Force majeure, customer caused damage, as well as negligent or malicious damage by third parties, may be excluded from this service level.

3.2 Minor Faults

Faults that cause service impairment in the quality of the Services. With minor faults the Services remain connected, operational and usable, but materially lower than the agreed quality parameters on the fibre, after all remote diagnostics have been completed. Wi-Fi issues are expressly excluded from the service levels for Minor Faults, due to the lack of control over customers' Wi-Fi use and physical environments.

Service Level	Serious Faults	Minor Faults
Maximum Time To Repair	90% within 4 business days 10% within 6 business days	Within 4 business days
Service Times	08:00-18:00	08:00-18:00
Days	Monday to Friday Excluding Public Holidays	Monday to Friday Excluding Public Holidays
INSTALLATIONS & ACTIVATIONS		
Installation after PO	<p>Access Builds: 90% 15 - 18 business days of receipt and acceptance of a complete and accurate order, provided that the fibre within the target complex has officially been handed over to MFN Network Operations. 10% within 21 business days.</p> <p>ONT Installations: 90% 5 - 10 business days of receipt and acceptance of a complete and accurate order, provided that the fibre within the target complex has officially been handed over to MFN Network Operations and that the specified address has been fitted with fibre infrastructure prior to acceptance of the order. 10% within 15 business days.</p>	
Activation (after ONT has been installed and provided the complex is live and in production)	Within 4 business days	

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