

# WAN4U FIBRE INTERNET APPLICATION

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Wan4u CC  
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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"/>	

### GPON Uncapped Fibre Internet specification

Speed Down	Speed Up	Price	Available on Contract	
5Mbps <input type="checkbox"/>	2.5Mbps	Free	<b>1<sup>st</sup> 12 Months only</b>	The free 5Mbps package is free only for the 1 <sup>st</sup> 12 months on new installations thereafter one of the other packages must be selected. And this 5Mbps package is only available in selected areas. T&C apply.
10Mbps <input type="checkbox"/>	5Mbps	R 151 p/m	<b>Yes</b>	Please note that all packages can be taken as non contract options, but only the indicated packages are available on contract. For non contract options, you will need to purchase internet equipment from Wan4U – costs subject to site survey. Pensioners installation is free, Wan4U terms and conditions apply. <b>You do not need to supply bank statements for non contract options.</b> For contract options, you need not 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.  SLA type: Broadband Internet SLA level of 95 % uptime/availability results in the following periods of allowed downtime/unavailability Yearly: 18d
20Mbps <input type="checkbox"/>	10Mbps	R 302 p/m	<b>Yes</b>	
50Mbps <input type="checkbox"/>	25Mbps	R 504 p/m	<b>Yes</b>	
100Mbps <input type="checkbox"/>	50Mbps	R 650 p/m	<b>Yes</b>	
200Mbps <input type="checkbox"/>	100Mbps	R 806 p/m	<b>Yes</b>	
300Mbps <input type="checkbox"/>	150Mbps	R 1008 p/m	<b>Yes</b>	
400Mbps <input type="checkbox"/>	200Mbps	R 1500 p/m	<b>Yes</b>	
1 Public IP <input type="checkbox"/>	-	R 201 p/m	-	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. The FREE 5Mbps internet package is only available for the 1<sup>st</sup> 12 months, thereafter a different package must be taken.
2. The speed on the 5Mbps package is not guaranteed.
3. The Client accept full Surety and safety of fibre and equipment(Router, gpon, psu)
4. Client will **not** own the equipment after signing a 24 month contract, the equipment will always stay the property of Wan4u cc.
5. The Landlord will cooperate with removing all equipment installed by WAN4U inside and outside the building when cancellation or contract breach from Client occurs.
6. 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.
7. 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.
8. All purchasing of internet equipment e.g. routers, WiFi access points must be done through HOME PC computer shop or designated supplier.
9. The Client reserves the right to cancel in first two months only to ensure satisfaction of service.
10. Rejection fee of R1008.00 in the first (2)two months of cancellation, if Client is not satisfied, willing or can not continue signed contract.
11. 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.
12. 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.
13. 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.
14. 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 have taken place.
15. 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.
16. 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.
17. All internet traffic may be graphed and produced on client request.
18. Wan4u is not responsible for a SMTP server and mail relays. The client is responsible for their own SMTP server domain for sending mails.
19. Internet from the Client may not be shared to any third party unless permission granted by Wan4u.
20. Only **base** speed is guaranteed on local traffic and not international traffic, burst speed is not guaranteed.
21. Wan4u can only guarantee connectivity from our service peering provider best service, and can not guarantee up time after lightning storms, and natural disasters.
22. Wan4u Internet may be disconnected during lightning storm due to network shut-down.
23. Wan4u cannot be held responsible for damages of fibre cable and structures during excessive weather storms.
24. Software and settings of the GPON router are responsibility of Wan4u and the client may not change any settings.
25. Client can only cancel month to month debit before **25 Th** prior month.

26. 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 1<sup>st</sup> and 5<sup>th</sup> 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.
27. When signing a contract the client may only use the debit order facilities and may not do any other manual payment methods eg. cash, bank transfer.
28. Wan4u reserves the right to inquire the Client ICT and credit checks and other background information when signing contract.
29. 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.
30. 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.
31. Any of above 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 R3024 termination fee.
32. Wan4u reserves the right to photograph equipment, installation and wiring for marketing and quality reasons.
33. 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.
34. Client's first invoice will be prorated for each month, from the day after connection. If this invoice is not manually paid (EFT/Cash), Wan4U may add it to the first debit order.
35. 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.
36. When signing below the Client and Landlord will comply with above terms, conditions, rules and regulations set by WAN4U.
37. 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.
38. Wan4u is not responsible for the maintenance or design of any internal networks.
39. The client is responsible at all times to keep the installation of Wan4u safe and secure.
40. By signing this contract you authorise Wan4u to install infrastructure eg. tar pole's where and when needed. The infrastructure will remain the property of wan4u after contract and any form of cancellation of service and cannot be removed from premises after contract termination.
41. Installation distance longer than 2Km from our nearest POP, will be scrutinized by Wan4u and judged accordingly.
42. Minimum installation time on a contract is **5 hours**, if surpassed hourly labour charge will be billed.
43. 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.
44. The client is responsible for all internal traffic.
45. Should the fibre misalignment occur because of wind or any other condition, Wan4u will not be held responsible for any repair costs involved.
46. Only **300 Concurrent** connections will be given to a single router unless stated otherwise.
47. Wan4u will not be held responsible for any fibre damage caused by vandalism or unrest
48. The Client fibre equipment must produce and receive proper connection to prevent disconnection.
49. By signing this application form, you authorize Home PC to deduct any outstanding amount via Wan4u Debit order system.
50. Wan4u will not be responsible for damage to any equipment as a result of lightning damage and high electrical current whatsoever.
51. Wan4u will not be held responsible for Quality on 3<sup>rd</sup> party real time services like VoIP, Gaming and video conferencing and streaming.
52. The Customer will accept all risk involved attending to equipment maintenance and installations by themselves.
53. 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.
54. The safety of Wan4u technicians must be looked after, when installing or maintaining equipment on premises. E.g. by removing pets.
55. Wan4u will not be held responsible for any modifications to buildings, electrical equipment. E.g. power to Geysers.
56. 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.
57. Way leave and installation time cannot be guaranteed.
58. All Uncapped traffic is true uncapped by Wan4u but may be regulated by third party internet service providers
59. 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)
60. 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.
61. Pensioners & SASSA customers are not required to sign 24month contract, installation and equipment is free of charge if they qualify on the Wan4U terms and conditions set out by Wan4U company policy.

### **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 5<sup>th</sup>** 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.

<b>Bank e.g. ABSA, FNB:</b>	<b>Branch Name:</b>	
<b>Branch Number:</b>	<b>Account Number:</b>	
<b>Account Name:</b>		
<b>Type of Account:</b>	Cheque <input type="checkbox"/> Savings <input type="checkbox"/> Other <input type="checkbox"/> _____	
<b>Date of first withdrawal:</b>	01/_____/20_____	
<b>Wan4u – Banking Details</b> ABSA, Pretoria North, Branch Code 509145, Account Number 4054353259	_____ <b>Signature of Payer or Authorized Official</b>	

Complete the table in FULL & Initial this Page.			
<b>Contract Terms</b> except the 5Mbps package	<input type="checkbox"/> Monthly <input type="checkbox"/> 24-Month.	<b>Start Date:</b> ____/____/20____ Please note that should the connection date is before the 1 <sup>st</sup> of the following month, you will be billed for the full amount you've applied for.	
<b>Packages (Please select ONE Package)</b>			
_____Mbps <input type="checkbox"/> Public IP <input type="checkbox"/>		<b>TOTAL MONTHLY CHARGES</b> Incl VAT	<b>R</b>
<b>Signed Customer, duly authorize</b>	<b>Signatory's Name</b>	<b>Sales Representative Name</b>	<b>Landlord Signature</b>

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