

## WAN4U VAS METROFIBRE PRE-ORDER FORM

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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		

### VAS Metro fibre Uncapped Fibre PRE-ORDER Form

Download	Upload	Total Price Monthly	Available on Contract	
5 Mbps <input type="checkbox"/>	5 Mbps	R489.00	<b>Yes</b>	For non contract options, you will need to purchase internet equipment from Wan4U – costs subject to site survey. <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.  Additional Fees: • Termination point relocations – up to 15m (R1500.00) • 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.
10 Mbps <input type="checkbox"/>	10 Mbps	R589.00	<b>Yes</b>	
25 Mbps <input type="checkbox"/>	25 Mbps	R789.00	<b>Yes</b>	
50 Mbps <input type="checkbox"/>	50 Mbps	R949.00	<b>Yes</b>	
100 Mbps <input type="checkbox"/>	100 Mbps	R1089.00	<b>Yes</b>	
200 Mbps <input type="checkbox"/>	200 Mbps	R1289.00	<b>Yes</b>	
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. All purchasing of internet equipment e.g. routers, WiFi access points must be done through HOME PC computer shop or designated supplier.
2. Wan4u can not be held responsible for any downtime caused by Fibre provider e.g. Metrofibre
3. Software and settings of the GPON router are responsibility of Wan4u and the client may not change any settings.
4. 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.
5. 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.
6. This application is a PRE-ORDER form and not the actual application form.
7. 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.
8. Wan4u is not responsible for the maintenance or design of any internal networks.
9. The client is responsible at all times to keep the installation of Wan4u safe and secure.
10. 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.
11. Installation distance longer than 2Km from our nearest POP, will be scrutinized by Wan4u and judged accordingly.
12. Minimum installation time on a contract is **5 hours**, if surpassed hourly labour charge will be billed
13. 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.
14. The safety of Wan4u technicians must be looked after, when installing or maintaining equipment on premises. E.g. by removing pets.
15. Wan4u will not be held responsible for any modifications to buildings, electrical equipment. E.g. power to Geysers.
16. Way leave and installation time cannot be guaranteed.
17. Wan4u cannot Guarantee any traffic speed, when temporary installations is used during the pre-order time frame example wireless dish installation and package.
18. The customer will follow the correct channels when submitting any complaints or network failures through Wan4u customer portal, email ([support@wan4u.co.za](mailto:support@wan4u.co.za)), call centre(012 546 6100) or our mobile application and cannot use any 3rd party mediums or social networks.
19. When signing this PRE-ORDER Form, you commit yourself to a 2-year contract that needs to be signed once the installation is done.
20. The 2 year contract will start once the final documents has been signed with Wan4u.
21. When signing below the Client and Landlord will comply with above terms, conditions, rules and regulations set by WAN4U.

### 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	_____ Signature of Payer or Authorized Official		
<b>Complete the table in FULL &amp; Initial this Page.</b>			
<b>Contract 24 Months</b>	<input type="checkbox"/> Yes.	<input type="checkbox"/> No.	<b>Start Date:</b> ____/____/20____ <small>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.</small>
<b>Packages (Please select ONE Package)</b>			
_____Mbps <input type="checkbox"/> Public IP <input type="checkbox"/>			TOTAL MONTHLY CHARGES 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>

## 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		
<b>Monday to Saturday, during business hours, subject to customer availability</b>		

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 <b>Excluding</b> Public Holidays	Monday to Friday <b>Excluding</b> Public Holidays
INSTALLATIONS & ACTIVATIONS		
Installation after PO	<p><b>Access Builds:</b> 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><b>ONT Installations:</b> 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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