

# SERVICES APPLICATION FORM

MITSQL (Pty) Ltd: Unit 5, 8 Holwood Office Park, Umhlanga | PO Box 260, Umhlanga Rocks 4320  
 Tel: 0861 477 477 | Fax: 086 688 8686 | [sales@mitsol.net](mailto:sales@mitsol.net) | [www.mitsol.co.za](http://www.mitsol.co.za)  
 Company Reg. No.: 2002/025629/07 | VAT Reg. No.: 4850179898



<b>A. CONTRACT TERMS</b>	Month-to-Month	12 Months	<b>RESELLER</b>
Individual users to complete: A, B, D & E only	<input type="checkbox"/>	<input type="checkbox"/>	
Business users to complete A, C, D & E only			

## B. INDIVIDUAL USER DETAILS

Title:		First Name:	
Middle Name:		Last Name:	
Tel:		Fax No.:	
Mobile:		ID/Passport No.:	
Email Address:			
Residential Address:		Installation Address:	
Postal Code:		Postal Code:	
Premises are:	Owned: <input type="checkbox"/>	Leased: <input type="checkbox"/>	Board: <input type="checkbox"/>
Period at this address:		Years:	Months:

## C. BUSINESS USER DETAILS

Company Name:		Trading as:	
Industry:			
Company Reg. No.:		VAT No.:	
Type of Business:	(Pty) Ltd: <input type="checkbox"/>	cc: <input type="checkbox"/>	Professional Partner / Inc.: <input type="checkbox"/>
	Government: <input type="checkbox"/>	NGO: <input type="checkbox"/>	Other:
Business Address:		Installation Address:	
Postal Code:		Postal Code:	
Premises are:	Owned: <input type="checkbox"/>	Primary Business Contact:	
	Leased: <input type="checkbox"/>	Name:	
Period at this address:	Years:	Months:	Tel No.:
			Cell No.:
			Email:

## D. PAYMENT DETAILS

Payment Method:	Debit Order: <input type="checkbox"/>	Debit Date:	1 <sup>st</sup> : <input type="checkbox"/>	7 <sup>th</sup> : <input type="checkbox"/>	15 <sup>th</sup> : <input type="checkbox"/>
Details for debit order:	Bank Account Type:	Current: <input type="checkbox"/>	Transmission: <input type="checkbox"/>	Savings: <input type="checkbox"/>	Cheque: <input type="checkbox"/>
Account Holder:			Bank:		
Branch Name:		Branch Code:		Account No.:	
Details for debit order:	Bank Account Type:	Credit Card – Mastercard: <input type="checkbox"/>		Credit Card - VISA: <input type="checkbox"/>	
Card Holder Name:			Card Expiry Date:		
Card No.:				CVC:	

Date

Place

Signature



# FIBRE APPLICATION FORM

MITSOL (Pty) Ltd: Unit 5, 8 Holwood Office Park, Umhlanga | PO Box 260, Umhlanga Rocks 4320  
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**PLEASE NOTE:** all documentation outlined below are required to process and activate your service. If you have any queries, please do not hesitate to contact us.

## REQUIRED DOCUMENTS

- Individual Users:** Copy of Identification document, bank account confirmation letter.
- Business Users:** Copy of members/directors ID, Company Registration Doc's, bank account confirmation letter.

## E. SERVICE SELECTION

SERVICE <i>Uncapped / Unshaped / Asymmetrical</i>	TOTAL <i>(p/m)</i>	SELECTION	INITIAL
ResiNet Broadband LITE 50Mbps/25Mbps	R399	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband LITE 60Mbps/30Mbps	R499	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband LITE 120Mbps/60Mbps	R699	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband LITE 240Mbps/120Mbps	R849	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband LITE 500Mbps/250Mbps	R998	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband LITE 1000Mbps/500Mbps	R1 297	<input type="checkbox"/>	<i>initial</i>

SERVICE <i>Uncapped / Unshaped / Symmetrical</i>	TOTAL <i>(p/m)</i>	SELECTION	INITIAL
ResiNet Broadband EXTREME 20Mbps/20Mbps	R299	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband EXTREME 60Mbps/60Mbps	R599	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband EXTREME 120Mbps/120Mbps	R799	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband EXTREME 240Mbps/240Mbps	R899	<input type="checkbox"/>	<i>initial</i>
ResiNet Broadband EXTREME 1000Mbps/1000Mbps	R1 499	<input type="checkbox"/>	<i>initial</i>

## CONTRACT OPTIONS

<b>OPTION 1</b> Month-to-month Contract Installation Fee ( <i>New installation only / includes 30m trenching / excludes router</i> )	R1 725	<input type="checkbox"/>	<i>initial</i>
<b>OPTION 2</b> 12-Month Contract Installation Fee ( <i>New installation only / includes 30m trenching / includes installation / excludes router</i> )	R0	<input type="checkbox"/>	<i>initial</i>

## ADDITIONS

Connection Fee ( <i>New Customer whose property already has Mitsol Fibre</i> )	R750	<input type="checkbox"/>	<i>initial</i>
Relocation Fee ( <i>Existing Customer moving to a property without Mitsol Fibre, subject to coverage</i> )	R1 725	<input type="checkbox"/>	<i>initial</i>
Additional Trenching ( <i>Applies to trenching beyond first 30 meters / cost per meter</i> )	R209	<input type="checkbox"/>	<i>initial</i>
Wireless Enabled Router (ENTRY LEVEL) (Once Off)	R1 150	<input type="checkbox"/>	<i>initial</i>
Call Out Fee	R750	<input type="checkbox"/>	<i>initial</i>

All pricing is VAT inclusive



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## F. SERVICE RULES

The CUSTOMER undertakes to inform the owner (landlord/Lessor) of any premises where hardware belonging to MITSOL (Pty) Ltd is to be located during the contract term, and/ or thereafter, that reservation of ownership of such hardware is expressly reserved in favour of MITSOL (Pty) Ltd, and the CUSTOMER hereby indemnifies MITSOL (Pty) Ltd against any and all losses which may be incurred by any failure to notify the said owner. The CUSTOMER also acknowledges that should MITSOL (Pty) Ltd not be able to recover its equipment after the service has been terminated, that the CUSTOMER will be liable for a R5,000 equipment replacement cost.

### THROUGHPUT RATES

The CUSTOMER expressly acknowledges that the MITSOL (Pty) Ltd Broadband services are "Best-Effort" services. This means that no guarantees are given with regards to local and international, upload or download, bandwidth speeds, that the service is shared amongst other subscribers and the bandwidth is therefore contended. The advertised speeds are an indication of the maximum speeds that may be obtained on the network but are subject to network congestion. There are therefore no guarantees on when the data will be delivered or the quality and the speed of that data when it is delivered.

### AUP

Broadband uncapped services are under an AUP (a copy which can be found at <https://www.mitsol.co.za/aup/> ) to ensure that all our customers have fair and equal use of the service and to protect the integrity of the network. MITSOL (Pty) Ltd reserves the right and will take necessary steps to prevent improper or excessive usage. The action that MITSOL (Pty) Ltd may take includes, but is not limited to, limiting throughput, preventing, or limiting service through specific ports or communication protocols and a complete termination of service to customers with improper or excessive usage. This policy applies to and will be enforced for intended and unintended prohibited usage (e.g., Viruses, worms, malicious code, or otherwise unknown causes). Online activity will be subject to the available bandwidth, data storage and other limitations of the uncapped package offerings which MITSOL (Pty) Ltd may, from time to time, revise at its own discretion and without prior notice to the CUSTOMER.

### RELOCATION

The CUSTOMER expressly acknowledges that the services offered by MITSOL (Pty) Ltd are location specific and accordingly the CUSTOMER accepts that the service may only be moved to a new location once MITSOL (Pty) Ltd has undertaken a site survey and confirmed that the new location is acceptable and once a Service Relocation Fee has been paid to MITSOL (Pty) Ltd. The CUSTOMER expressly acknowledges that he/she/it shall remain liable for the entire remainder of the contract period, should the service not be available at the new location, and the CUSTOMER shall not be entitled to escape liability by virtue of the fact that the service cannot be offered at the new location.

### EARLY CANCELLATION AND ABORTIVE COSTS

The CUSTOMER must give 1 (one) calendar months' notice, in writing, of their intentions to cancel. Any notice given on or after the first day on the month, will only take effect on the last day of the following month.

The CUSTOMER expressly acknowledges that if a cancellation request results in the termination of a service prior to the expiration date of a fixed term agreement, then MITSOL (Pty) Ltd shall levy a termination fee equal to the fees that would have become due and payable in respect of the balance of the contract term.

The CUSTOMER expressly acknowledges that if a cancellation request results in the termination of a service prior to it being activated by MITSOL (Pty) Ltd, or the CUSTOMER prevents MITSOL (Pty) Ltd from activating the service after it has been ordered, then MITSOL (Pty) Ltd shall levy a termination fee equal to the fees that would have become due and payable in respect of the balance of the contract term, including any setup and/or installation fee.

## G. DEBIT AUTHORITY

This signed Authority and Mandate refers to our contract as dated on the signature hereof ("the Agreement"). I/We hereby authorise Netcash (Pty) Ltd to issue and deliver payment instructions to your banker for collection against my/our above mentioned 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 each payment instructions will never exceed my/our obligations as agreed to in this Agreement, and commencing on the commencement date and deducted on the date I/We selected, either the 1st, 7th or 15th working day of each and every month, and continuing until this Authority and Mandate is terminated by me/us by giving you notice, in writing, of no less than 1 (one) calendar month.

In the event that the payment date falls on a Saturday, Sunday or recognised South African public holiday, the payment date will automatically be the very next ordinary business day.

Furthermore, if there are insufficient funds in the nominated account to meet the obligations, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in in my account, which may fall outside of your selected collection date. The amount of each individual payment instruction may not be more or less than the obligation due.

I also understand that the details of each withdrawal will be printed on my bank statement by a computerised system provided by the South African banks. 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 had been issued by me/us personally.

### 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 the authority was in force if such amounts were legally owing to you.

### ASSIGNMENT

I/We acknowledge that this Authority and Mandate may be ceded 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.

The CUSTOMER expressly acknowledges by signing this fibre application form, that they have read and agree to Mitsol's Terms and Conditions

<https://www.mitsol.co.za/terms-and-conditions> and Mitsol's Acceptable Use Policy (AUP) <https://www.mitsol.co.za/aup/>

DATE

PLACE

SIGNATURE