

APPLICATION FOR FIBRE TO THE BUSINESS (FTTB) INTERNET SERVICE

Once the form is complete, please email to sales@nexus-net.co.za

CUSTOMER DETAILS

Customer Name _____

Registration No if a Company _____ VAT NO. _____

Physical Address _____

Postal Address _____

Contact Person _____ Email _____

INSTALLATION DETAILS

Installation address _____

Onsite Contact Person _____ Tel _____

Contact Email _____

Landlord _____

Landlord Contact Person _____ Tel _____

Landlord Email _____

BASIC BUSINESS FIBRE

NEXUS.NET offers great business Fibre Internet over networks operated by Openserve, Frogfoot and Octotel. These networks have extensive coverage of the major residential areas in South Africa.

These packages are suitable for basic small business use, and offer a good 1:5 contention ratio. We provide a quality, uncapped, unshaped, low contention connection from 10Mb – 200Mb for your business.

We provide a 98% Service Level Agreement, and we have a dedicated helpdesk and SMS alerts to any issues or outages that may occur. Installation is R3500 inclusive of VAT and service is month to month.

PRODUCT CODE	SERVICE PLAN	MONTHLY COST	INDICATE PACKAGE
FTTB-BAS-10Mb	10Mb Uncapped Dedicated	R1 399.00	
FTTB-BAS-40Mb	40Mb Uncapped Dedicated	R1 699.00	
FTTB-BAS-50Mb	50Mb Uncapped Dedicated	R1 999.00	
FTTB-BAS-100Mb	100Mb Uncapped Dedicated	R2 999.00	
FTTB-BAS-200Mb	200Mb Uncapped Dedicated	R3 999.00	

Uncapped, unshaped, 1:5 contention ratio, 98% SLA, upload speed dependent on fibre provider chosen

STANDARD BUSINESS FIBRE

NEXUS.NET offers great business Fibre Internet in campuses and buildings where a Dark Fibre Africa service already exists. These networks have extensive coverage of the major business areas in South Africa.

These packages are suitable for larger businesses who require a 99% uptime SLA, and a 1:1 contention ratio. We provide a quality, uncapped, unshaped, dedicated connection from 10Mb – 200Mb for your business.

We provide a 99% Service Level Agreement, and we have a dedicated helpdesk and SMS alerts to any issues or outages that may occur. Installation is R4 800 inclusive of VAT and service is on 24 months contract.

PRODUCT CODE	SERVICE PLAN	MONTHLY COST	INDICATE PACKAGE
FTTB-STD-10Mb	10Mb Uncapped Dedicated	R1 600.00	
FTTB-STD-25Mb	25Mb Uncapped Dedicated	R2 600.00	
FTTB-STD-50Mb	50Mb Uncapped Dedicated	R4 600.00	
FTTB-STD-100Mb	100Mb Uncapped Dedicated	R7 600.00	
FTTB-STD-200Mb	200Mb Uncapped Dedicated	R8 400.00	

Uncapped, Unshaped, 1:1 Contention Ratio, 99% SLA, Symmetric Speed

PREMIUM BUSINESS FIBRE

NEXUS.NET offers great business Fibre Internet where there is Dark Fibre Africa (DFA) coverage. They have extensive coverage of the major business areas in South Africa.

These packages are suitable for larger businesses who require a 99.5% uptime SLA, and a 1:1 contention ratio. We provide a quality, uncapped, unshaped, dedicated connection from 10Mb – 200Mb for your business.

We provide a 99.5% Service Level Agreement, and we have a dedicated helpdesk and SMS alerts to any issues or outages that may occur. Installation is R12 000 inclusive of VAT and service is on 24 months contract.

PRODUCT CODE	SERVICE PLAN	MONTHLY COST	INDICATE PACKAGE
FTTB-PRE-10Mb	10Mb Uncapped Dedicated	R5 400.00	
FTTB-PRE-25Mb	25Mb Uncapped Dedicated	R6 400.00	
FTTB-PRE-50Mb	50Mb Uncapped Dedicated	R8 100.00	
FTTB-PRE-100Mb	100Mb Uncapped Dedicated	R9 900.00	
FTTB-PRE-200Mb	200Mb Uncapped Dedicated	R12 500.00	

Uncapped, Unshaped, 1:1 Contention Ratio, 99.5% SLA, Symmetric Speed

PACKAGE DETAILS

- Prices quoted are inclusive of VAT
- Service includes a wireless router with fibre port
- Packages are billed monthly in advance and payable by debit order
- Installation cost varies between R3500 and R12 000 inclusive of VAT

OUR TERMS

This service order is subject to our standard terms and conditions which are available at

https://www.nexus-net.co.za/assets/nexus_net_coccomplaints-procedures.pdf as well as our acceptable usage policy which is available at

<https://www.nexus-net.co.za/assets/aup-feb-2018.pdf>

The terms contained in these documents together with this service order comprise the whole agreement between the customer and Nexus.Net Wired and Wireless CC.

YOUR ACCEPTANCE

I have read, understood and agree to be bound by this service order, as well as the terms set out in the documents referred to above, and declare that the information given in this service order is true and correct. I warrant that I am authorised to sign this service order on behalf of the customer.

Print Name _____ Signed at _____

Signature _____ Date _____

NEXUS.NET Wired And Wireless Representative _____ Signature _____

BANK DEBIT ORDER INSTRUCTION

Name _____ Date _____

Address _____

Debit Amount _____ Commencement Date _____

Contact No _____

Abbreviated Name As Registered With The Bank: Nexusnet

Dear Sirs/Madams

The Details Of My/Our Account Are As Follows:

Bank _____

Branch Town _____ Branch Number.. _____

Account Name. _____

Account Number. _____

Type Of A/C _____ (Savings, Current, Transmission) _____

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorise you to issue and deliver payment instructions to the bank 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 the commencement date and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of no less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address indicated above.

The individual payment instructions so authorised to be issued must be issued and delivered as follows

- i. On the 1st day ("payment day") of each and every month commencing on _____
In the event that the payment day falls on a Saturday, Sunday or recognized South African public holiday, the payment day will automatically be the very next ordinary business day. Further, if there are insufficient funds in the nominated account to meet the obligation, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account;
- ii. Monthly; on or after the dates when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not be more or less than the obligation due;

I / We understand that the withdrawals hereby authorised will be processed through a computerized 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. 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.

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 this authority was in force, if such amounts were legally owing to you.

ASSIGNMENT: I / We acknowledge that this Authority may be ceded to 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 _____ 20 _____

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS _____

Assisted by: _____

FOR OFFICE USE: AGREEMENT REFERENCE NUMBER

This Agreement reference number is: _____