



Districts: Capricorn & Waterberg

Tel: 015 065 0000 / 015 065 0001 / 015 065 0002 /
015 065 0052 / 015 065 0074 / 015 295 5985 / 015 297 3962

Support: 072 908 3951

Fax: 086 546 5543

Management: 082 773 6632

Head Office:

5 Ismini Avenue, Ismini Park,

Polokwane, 0699

info@capricom.co.za

www.capricom.co.za

FIBRE APPLICATION FORM : VUMATEL / FROGFOOT

Business Application (complete only for business applications)

Company Name :

Registration Number : VAT Number :

Personal Details

Surname: First Name:

Contact Person: Telephone Nr:

Cell Nr 1: Cell Nr 2:

Email Address:

Identity Number :

Installation Details (I confirm that the below physical address is my *domicilium citandi et executandi*)

Unit/Stand/Street Number: Street Name:

Suburb/Complex Name: Town:

Name of nearest School / Police Station / Hospital :

Installation co-ordinates (current location) :

Payment Method : **INSTALLATION FEE** (Please select payment option)

EFT Cash Debit Order (Please complete attached form on pages 6, 7)

Payment Method : **MONTHLY SUBSCRIPTION FEE** (Please select payment option)

EFT Cash Debit Order (Please complete attached form on pages 6, 7)

Payment Method : **ADDITIONAL EQUIPMENT** (Please select payment option)

EFT Cash Debit Order (Please complete attached form on pages 6, 7)

CapriCom Networks Banking Details	
Bank :	FNB
Account Nr :	623 739 45024
Branch :	260226
Type :	Cheque

Accepted by (Name) : _____

(Who warrants that they are authorized to sign)

Date : _____

Signature : _____

The Applicant


CapriCom Networks - Standard Terms and Conditions

1. Applicant consents to jurisdiction of any competent S.A. Magistrate's court for adjudication of legal disputes between CapriCom Networks and Applicant, T's & C's will be construed and interpreted in accordance with laws of the Republic of S.A.
2. Company/Client's name must be the legal name of a Company or Person for registration purposes.
3. Payment options : Monthly subscription fee – pay monthly by debit order, EFT, cash or card facilities.
4. All correspondence will be sent via email; invoices, statements, and important notices to clients will be send by email. It is your responsibility to check your spam or junk email folder.
5. The Applicant acknowledges that terms and conditions may be updated from time to time, and are available on our website www.capricom.co.za
6. Free telephonic support available 7 days a week, from 8:00 until 22:00 by dialing or sending a WhatsApp or SMS to our Support number: **072 908 3951**. On-site support is charged at CapriCom Networks current rates.
7. Additional cabling for PC's or networking, can be quoted to clients. Wireless Network technicians have knowledge to connect PC's or TVs to the internet but are not IT technicians and don't do IT. IT related work has to be attended to, by client's own IT provider. CapriCom Networks supplies and maintains connections with relevant content (Internet, VPN, CCTV, etc.). CapriCom Networks can supply IT support, through our affiliate company CapriNet, that can assist with all IT related enquiries and services. For all IT related services, please contact CapriNet at 015 023 1100 or info@caprinet.co.za
8. Please note there is absolutely no guarantee against lightning or power surges on equipment. Kindly take precautions to avoid lightning or power surge damage. Help prevent damage by unplugging power cables from power outlets. Insurance for equipment is the client's own responsibility.
9. Wireless packages are based on fibre main feeds. Fibre packages run on either Vumatel, Frogfoot or Openserve infrastructure and their respective terms. Openserve does not guarantee line speeds.
10. **Fibre CANNOT be moved as it is underground.** The fibre will need to be cancelled at the old address and a new order will need to be placed at the new address, with a new application form. If you have a 24 month contract for Fibre, there will be a cancellation fee of R1 725-00, which can be paid off over 3 months. Please note CapriCom Networks take no responsibility for fibre downtime.
11. CapriCom Networks retains the right to change prices with one month's notice and may do so in effect. Customers will be notified one month in advance, of any pricing changes in monthly subscription fees.
12. All pricing is subject to change without prior notice, applicable to Vumatel, Frogfoot and Openserve.
13. **Payment options:** Debit Order, EFT, cash or card. All prices are inclusive of 15% VAT. (**Bank confirmation letter to be submitted when requesting a debit order**)
14. No agreement can be cancelled/terminated within the first three months. One calendar month's written notice is required for cancellation of ALL agreements. 12- and 24-month contracts can be cancelled with one calendar month's written notice as well as the applicable cancellation fees. When cancelling a 12-month contract, the subscription fees for the remainder of period cancelled, is due at the time of notification. You will be responsible for all collection, tracing, and legal fees if you fail to settle your account. In order to help with unpaid invoices, CapriCom Networks maintains the right to temporarily remove equipment. When cancelling a 24-month fibre contract, you will be liable for a fibre cancellation fee as per your chosen fibre supplier, and stipulated in your specific fibre agreement. Cancellations to be sent to cancellation@capricom.co.za
15. Applicants indemnify CapriCom Networks, against any damage, loss, claims or cost that may result from work being done, in accordance with the services being rendered, removal of the service and/or applicants computer equipment not being compatible. Applicants acknowledge that there will be charged additional fees for work or maintenance outside the normal equipment warranty required to be done by CapriCom Networks. Applicants agree this additional work should be paid on receipt of invoice or alternatively will be added to the monthly subscription fee.
16. Use of Internet related services is subject to CapriCom Networks acceptable use policy (AUP). CapriCom Networks will not be liable for any loss of use, interruption of business, or any indirect, special, incidental, or consequential damages of any kind (including lost profits), regardless of the form of action, whether in contract, direct, or otherwise, even if CapriCom Networks has been advised of the possibility of such damages. CapriCom Networks or its agents will not be liable for any loss of data due to a software security breach, virus infection or any other form of data loss that can be incurred while connected to the internet or otherwise.
17. If any terms of this contract are found to be invalid, unlawful or unenforceable, such terms will be severable from remaining terms, which will continue to be valid and enforceable.
18. Kindly clearly select your preferred package on the application form. We will amend your package to the nearest available package, in your area (according to budget), should you choose a package that is unavailable in your area.
19. Please also provide relevant documents, as per the form below, to ensure that your installation will be booked.
20. No temporary disconnections will be allowed, on either wifi/fibre packages.
21. Term contracts, fibre and wireless, will automatically revert to month-to-month contract at the end of their respective terms, unless written notice is received within the notice period that the contract should come to an end, at the end of it's respective term. Normal cancellation terms and conditions will apply.
22. **Arrear accounts may be disconnected for payment and may be subject to a reconnection fee of R350-00. Clients will be contacted telephonically, and/or emailed for arrear accounts, also notifying clients of impending disconnection. Disconnected customers, will be required to reapply, subject to account status.**
23. Customers may be liable for any additional and/or sundry fees levied by CapriCom Networks or fibre suppliers, without prior notice, where applicable. Customers will be notified of any additional fees in advance.
24. If at any time, there is a change to your email address or contact information, it is your responsibility to communicate these changes to our office.
25. Package upgrades might require additional equipment, which will be billed for, the client's account. These upgrades need to be confirmed with our High Site, team prior to upgrade. Standard area availability for packages apply.

- 26. The first month subscription fee, will be calculated on a pro-rata basis, from the date of activation.
- 27. Protection of Personal Information and Privacy Policy – CapriCom Networks will not share your personal information with third parties, marketing or any other purposes, without your consent, unless we are required to do so, by law.
- 28. Credit Policy – CapriCom Networks allows equipment, initial any subsequent or replacement equipment, with the exception of battery backups, to be paid over a term of maximum six months, with no interest charges. Battery backups may be paid over a maximum period of three months. CapriCom Networks reserves the right to demand a deposit of up to 50% before any equipment is installed and/or replaced. Monthly subscription fee must be paid up to date. Arrears subscriptions may lead to disconnection.
- 29. Disconnected customers will be required to reapply if their accounts remain disconnected for a period of more than three months.

All packages are uncapped. NO throttling on our network.

Standard By signing below, the Applicant accepts the CapriCom Networks Terms and Conditions.

Accepted by (Name) : _____  _____
(Who warrants that they are authorized to sign) Signature (The Applicant)

Date : _____

ICASA License No: 0336/CECS/Nov/2012 | WAPA (Wireless Access Providers Association) Member No. W188/2013

FIBRE INTERNET



Kindly see below our fibre packages and installation / activation fees applicable.

All 24-month contracts signed are specific to the address applicable, should you move or cancel within 24 months, the installation / activation fee will be billed to your account.

Please kindly indicate if you are doing a new application or switching over from a different service provider

New Application

Switching from a different service provider

****Initial****

Select package below

RUBY	
25Mbps Download 25Mbps Upload	
R449-00	

PEARL	
50Mbps Download 50Mbps Upload	
R680-00	

TOPAZ	
100Mbps Download 100Mbps Upload	
R850-00	

EMERALD	
200Mbps Download 200Mbps Upload	
R990-00	

DIAMOND	
500Mbps Download 200Mbps Upload	
R1 140-00	

****Initial****

→ Select router option

Reye Dual band Wi-Fi 6 Dual-WAN Gigabit Router (RG-EW3000GX) @ R 1 040-00

****Initial****

OR

Alternatively, own router if compatible, after confirmation

****Initial****

→ Select installation / activation option

R1 725-00 Installation / Activation

OR

Free Installation / Activation (24-month contract)

****Initial****

FIBRE INTERNET



Kindly see below our fibre packages and installation / activation fees applicable.

All 24-month contracts signed are specific to the address applicable, should you move or cancel within 24 months, the installation / activation fee will be billed to your account.

Please kindly indicate if you are doing a new application or switching over from a different service provider

New Application

Switching from a different service provider

****Initial****

Select package below

LIZARD	
60Mbps Download 30Mbps Upload	
R700-00	

FROG	
60Mbps Download 60Mbps Upload	
R800-00	

CHAMELEON	
120Mbps Download 120Mbps Upload	
R900-00	

COBRA	
240Mbps Download 240Mbps Upload	
R1 000-00	

ALLIGATOR	
400Mbps Download 400Mbps Upload	
R1 300-00	

****Initial****

→ Select router option

Reye Dual band Wi-Fi 6 Dual-WAN Gigabit Router (RG-EW3000GX) @ R 1 040-00

****Initial****

OR

Alternatively, own router if compatible, after confirmation

****Initial****

→ Select installation / activation option

R1 725-00 Installation / Activation

OR

Free Installation / Activation (24-month contract)

****Initial****

**** Please initial where selection is made ****

**All packages are uncapped. NO throttling on our network.
By signing below, the Applicant accepts the CapriCom Networks Standard Terms and Conditions.**

Accepted by (Name) : _____
(Who warrants that they are authorized to sign)



Signature (The Applicant)

Date : _____

*** Please initial where selection is made ***



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Tel: 015 065 0000 / 015 065 0001 / 015 065 0002 /
015 065 0052 / 015 065 0074 / 015 295 5985 / 015 297 3962
Support: 072 908 3951
Fax: 086 546 5543
Management: 082 773 6632
Head Office:
5 Ismini Avenue, Ismini Park,
Polokwane, 0699
info@capricom.co.za
www.capricom.co.za

DEBIT ORDER INSTRUCTION

BANK DEBIT ORDER INSTRUCTION / CREDIT CARD AUTHORITY

COMPULSORY FOR BANK DEBIT ORDER INSTRUCTION OR CREDIT CARD AUTHORITY

CapriCom Account Reference No : _____

Name : _____ Date : _____

Address : _____ Cell Nr : _____

Commencement date : _____

* Installation fee payable equally over THREE months. This amount must be added to the subscription fee for the duration of the three months. Additional equipment payable equally over SIX months. This amount must be added to the subscription fee for the duration of the SIX months.

Please choose from the below :			<u>Debit Amount</u>	
Initial	1 Month <input type="checkbox"/>	2 Months <input type="checkbox"/>	3 Months <input type="checkbox"/>	Monthly Subs R _____
	1 Month <input type="checkbox"/>	2 Months <input type="checkbox"/>	3 Months <input type="checkbox"/>	Installation Fee + R _____
Initial	4 Months <input type="checkbox"/>	5 Months <input type="checkbox"/>	6 Months <input type="checkbox"/>	Additional Equipment + R _____
				Total Debit Amount R _____ **Initial**

Dear Sirs / Madams

The details of my/our account are as follows :

PLEASE CHOOSE ACCOUNT TYPE FOR PAYMENT :

CHEQUE / SAVINGS / CURRENT
Please complete below information for Cheque / Savings / Current Account

BANK : _____

BRANCH TOWN : _____

BRANCH NO : _____

ACCOUNT HOLDER : _____

ACCOUNT NO : _____

TYPE OF ACCOUNT : _____

PLEASE ATTACH BANK CONFIRMATION LETTER

OR

ONLY COMPLETE IF YOU WISH TO USE A CREDIT CARD FOR DEBIT ORDER PAYMENT

CREDIT CARD
Please complete below information for Cheque / Savings / Current Account

CARDHOLDERS NAME : _____

CARD NUMBER : _____

EXPIRY DATE : _____

CVV NUMBER : (three-digit number on back of card) _____

CARD TYPE : _____

CapriCom Networks Banking Details	
Bank :	FNB
Account Nr :	623 739 45024
Branch :	260226
Type :	Cheque

Accepted by (Name)
(Who warrants that they are authorized to sign)

Signature :  _____

Date : _____

** Please initial where selection is made **

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 _____ day ("payment day") of each and every month commencing on _____ (date). 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; [SELECT WHICH IS APPLICABLE]:
- 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;
- iii. Bi-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;
- iv. Three-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;
- v. Six-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;
- vi. Annually; 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;
- vii. Weekly; 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;
- viii. Bi-weekly; 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.
- ix. If at any time there is a change to your banking details stored on your account, it is your responsibility to update these banking details.
- x. You must have **sufficient available funds in your Account** to cover the amount of any transaction that would be charged to **your Account. It remains your responsibility to ensure that the debit orders are correctly collected from your account.**

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