



Free Installation  Pay Initial Fee

**4. Voice Services**

Please tick one box: **VoIP Line starter**  **VoIP Line Basic**  **VoIP Line Standard**  **PostPaid**  **Prepaid**

Geographic Code: O18  O14  O11  O12  O51  O21  OTHER

VoIP Headset: Yes  No

Port Existing Number: Yes  No  If Yes provide the number to port:

\*VoIP Line{Starter 30min free @R49.99 ; Basic 100 min free @R95.00 ; Standard 250 min free @R179} Subscription p/m

**5. Payment Method**

Please tick one box: **Debit Order**  **Direct Deposit**  **Variable Debit Order**

**Debit Order**

Type of Account: **Current Account**  **Savings Account**  **Other**

Bank Name:

Branch Code:

Account Holder:

Amount:

Debit Date:

Branch Name:

Account No:

Abbreviated Shortname as registered with the acquiring bank: **FONTEL**

I/We hereby authorise **Fontel (Pty) Ltd** to issue and deliver payment instructions to your banker for collection against my/our abovementioned account at my/our abovementioned bank on condition that the sum of such payment instructions will not differ from my/our obligations as agreed to in the Contract Reference Number.

The individual payment instructions so authorised must be issued and delivered on the date when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not differ as agreed to in terms of the Agreement.

I/we agree that the first payment instruction will be issued and delivered on \_\_\_\_\_ (date) and thereafter regularly on the \_\_\_\_\_ of each month.

If however, the date of the payment instruction falls on a non-processing day (weekend or public holiday) I agree that the payment instruction may be debited against my account on the **following business day**; or subsequent payment instructions will continue to be delivered in terms of this authority until the obligations in terms of the agreement have been paid or until this authority is cancelled by me/us by giving you notice in writing.

**B. MANDATE**

I/we acknowledge that all payment instructions issued by you shall be treated by my/our abovementioned bank as if the instructions had been issued by me/us personally.

**C. 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 I/we also understand that I/we cannot reclaim amounts, which have been withdrawn from my/our account (paid) in terms of this authority and mandate if such amounts were legally owing to you.

**D. ASSIGNMENT**

I/We acknowledge that this authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
SIGNATURE AS USED FOR OPERATING ON THE ACCOUNT

## Terms of Service:

1. All hardware will include a 12 month manufacturer's warranty
2. Fontel Internet packages are "best-effort" services and Upload and Download speeds cannot be guaranteed. Contention ratio do apply to all Internet packages,
3. An early cancellation of the contract is allowed but a subscriber will be responsible for an early cancellation penalty.
  - 3.1 Early cancellation penalty fee – A subscriber will be charged 3 x normal monthly subscription and be liable for the full remainder of once off installation term
4. Downgrades and upgrades of Fontel Unlimited Internet packages are allowed in and out of contract with a month's notice
5. Fontel Unlimited Internet packages will be available on month-to-month and 24 month contracts only
6. VoIP line available in prepaid and postpaid
  - 6.1 Top-ups can be purchased once on account and thereafter via Bank transfer
  - 6.2 Customers will be billed for the volume of call made
7. Any unused monthly Free voice minute will not forfeited at the end of each calendar month
  - 7.1 Free Voice minute may be carried over to the next calendar month
8. Should a Customer sign a contact during a month other than on the 1st, the data and the billing will be done pro-rata accordingly for the remaining days of the particular month and the Customer will be billed a pro-rata a day after service activation
9. Top-up Voice minute will not expire
10. Data transfer speeds are not guaranteed and are dependent on network coverage, availability and utilization
11. Top-up means a pre-paid voucher for additional Voice minute that is purchased once a subscriber has reached their Voice cap/limit
12. Upon reaching the Voice limit/cap for the month, the Subscriber will be required to top up in order to continue normal service
  - 12.1 Customer location must be in the service coverage map
  - 12.2 Customers on an Unlimited account will have unlimited usage with a Fair Usage Policy as per the Fontel Terms of Service
13. Services which are provisioned outside of the coverage area are provisioned at the customer's risk
- 14 . It is the customer's responsibility to fully insure the hardware for theft and damage
15. The hardware remains the property of Fontel at all times.The customer is renting the hardware from Fontel  
Upon the cancellation of the service, after the initial 24 month period has lapsed, the hardware must be returned to Fontel  
I hereby authorize you to engage the services of Credit Intel, a collection agency, if outstanding amounts owing to you (Fontel)

## 6. Declaration and Signatures

My signature below confirms that I have read, understand and agree to bound by the terms and conditions printed below and declare that the information given above is true and correct and that I agree to proceed with my application .

Name & Surname: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

