



INTERNET & COMPUTERS

JEFFREYS BAY

TEL: 042 293 4168 • E-mail: sales@true.co.za

ADDRESS: Shop 3 • Fountains Estate • Blaaukrans St • Jeffreys Bay

POSTAL: PO Box 1770 • Noorsekloof • 6331

ST FRANCIS BAY

TEL: 042 293 4168 • E-mail: stfsales@true.co.za

ADDRESS: Shop 39 • The Village Square • St Francis Bay • 6312

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TRUEWAN WIRELESS INTERNET

Term: Month to month, 30 day notice.

TrueWAN Wireless Install fee:	R1000
TrueWAN Account Transfer:	R 300
ADDITIONAL SITE monthly fee (SHARED SPEED)	R 150

R500 INSTALL Pensioner/Teacher	• (Kouga / Koukamma Local Schools Only)
R750 INSTALL Move / Returning TW Client	
HIBERNATION monthly fee: R150	(EXCL PRO-RATA USAGE)

PLEASE NOTE: Installation fee is payable in advance and includes travelling and labour up to 2 hours. The Outdoor CPE remains our property. The internal WiFi router is not supplied, but can be quoted on during site survey/installation.

PACKAGE SPEED/BURST (Mbps)	Pro-Rata Internet Monthly Fee (excl basic connection fee)	MONTHLY FEE (non hibernation accounts)
5 - 10 Mbps	R 260	R 360
10 - 20 Mbps	R 450	R 550
20 - 30 Mbps	R 760	R 860

PACKAGE SPEED/BURST (Mbps)	Pro-Rata Internet Monthly Fee (excl basic connection fee)	MONTHLY FEE (non hibernation accounts)
30 - 45 Mbps	R 890	R 990
40 - 60 Mbps	R 1150	R1250
50 - 75 Mbps	R 1680	R1780

FIBRE TO THE HOME

Contract term: Month to month 30 day notice

Free Installation, Free-to-use router Once off

Activation fee: **R575** (*For 25/45/75 Mbps FTTH)

R865 (*For 150-1000Mbps FTTH)

MetroFibre	PACKAGE SPEED	MONTHLY FEE
MFTTH 25	25 Mbps	R 520
MFTTH 45	45 Mbps	R 720
MFTTH 75	75 Mbps	R 800
MFTTH150	150 Mbps	R 865
MFTTH250	250 Mbps	R 950
MFTTH500	500 Mbps	R 1300
MFTTH1000	1Gbps/500Mbps	R 1400

open serve Activation fee of R575	PACKAGE SPEED	MONTHLY FEE
OFTTH 50	50 Mbps	R 800
OFTTH100	100 Mbps	R 960
OFTTH200	200 Mbps	R1200

FIBRE TO THE BUSINESS

Contract term: 1 year 30 day notice

Layer 3 GPON Fibre w/1 x Static IP, 10:1 Contention Ratio, SLA: 24/7, 96% availability

Once off Activation fee: **R575** Free-to-use router

Business Fibre Install Fee: **R1750** NEW Fibre Termination Point* or

FREE For existing Fibre Termination Point *Standard FTTB build limited to 15m, additional fees to be quoted on by FNO

MetroFibre	PACKAGE SPEED	MONTHLY FEE
MFTTB 20	20 Mbps	R 690
MFTTB 50	50 Mbps	R 890
MFTTB100	100 Mbps	R1150
MFTTB200	200 Mbps	R1400
MFTTB500	500 Mbps	R1900

TrueWAN Wireless Failover for FTTH/FTTB

Installation Fee: **R750**

*CPE, PoE & Router remains the property of

Failover monthly Fee: **R150**

True Technologies (line of sight required)

EMAIL ADDRESSES: _____@truewan.co.za (only complete if required) FAX TO EMAIL: (only complete if fax service is required)

1	4	Email Address:
2	5	Receive (Free)
3	6	SEND (R10/p month) E-mail address to be linked:

TrueVoIP (Voice Over Internet Protocol)

R200 Transfer of existing phone number (Request additional porting forms)	VoIP monthly fee: R70 per ext/phone FREE CALLS between TrueVoIP numbers	VoIP monthly fee with voice recording: R130 60 day Secure storage of call recordings
*R1230 Yealink T31P Executive IP Desktop Phone	*R3000 Yealink W73P Dect Base + Handset included	
*R2600 Yealink T43U Enterprise VoIP Reception Phone	*R1800 Yealink W73P Additional Handset	

SPECIAL SERVICES

Static Public IP for Camera/CCTV	R50/month	Virtual Server Hosting	Pricing available on request
Mail Domain Hosting: incl. 10 mailboxes	R60/month	Mbps VPN needed	VPN/EOIP Link - R200 per Mbps (1-5Mbps)

*All prices are subject to change without notice and speed is not guaranteed

FOR OFFICE USE	Client Name: _____	Acc. Code: _____
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INITIALS: _____

True Technologies cc Reg. No: 2000/029695/23 V.A.T REG. No: 4220189015 • ICASA LICENCES: IECS (No: 0366/IECS/MAY/09) & IECNS (No: 0366/IECNS/MAY/09). Proud member of WAPA (Wireless Access Providers' Association of South Africa)

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MEMORANDUM OF AGREEMENT

The Parties:

SERVICE PROVIDER

True Technologies CC: (2000/029695/23)

Physical Address: Shop 3, Fountains Estate, Blaaukrans Street,
Jeffreys Bay, 6330

Postal Address: PO Box 1770, Noorsekloof, 6331

E-mail: sales@true.co.za

Tel: 042 293 4168

Vat Number: 4220189015

and

THE CUSTOMER

Customer Name: _____

Id Number/ Co Reg Number : _____

Installation Address: _____

Additional Installation address: To supply proof of address for each address

Postal Address: _____

E-mail (For Accounts): _____

Tel Number: _____

Cellular Number: _____

Fax Number: _____

VAT Number: _____

The parties agree as follows:

DURATION

BOTH TRUEWAN WIRELESS & TRUEWAN FIBRE (FTTH) ARE PRE-PAID ACCOUNTS WITH A MONTH-TO-MONTH CONTRACT TERM WITH A 30 DAY CANCELLATION NOTICE PERIOD*

Agreement commences upon signing of this contract by both parties, and will be binding on a month-to-month basis. Either party may cancel the agreement with written notice by e-mail to the other party, provided one calendar month's notice is given and a Truewan cancellation form has been completed. True Technologies also offers a TrueWAN FTTB SMME SLA Agreement (12 months), thereafter month to month with a 30 days cancellation period.

*FTTH and FTTB - an early termination fee of up to R2325 may apply if cancelled before 12 months (early claw-back fee applies if True Technologies sponsored all or part of your FTTB installation fees. If the Free-to-use-router is not returned, you will be liable for the cost thereof and be invoiced accordingly).

PAYMENT

The service provider will invoice the customer for the installation and schedule an installation date upon receipt of payment by the customer. Additional charges and pro rata first month's usage to be invoiced when installation is completed and payable within 7 days. Monthly invoices issued on or before the 1st working day of every month and payable by the 7th of every month. PRE-PAID Fees are invoiced and payable in advance for each month, except VOIP calls, faxes and pro rata usage for activations after month-end. Payment must be made by the customer on or before the 7th day of each month wherein the customer has been invoiced (payment should be by debit order if agreed upon).

Invoices for fibre clients are payable by debit order only and payable on the last day of every month. No payments already made to the service provider are refundable. The service provider is entitled to any rates increase/ decrease and will notify the customer via email. The customer will not be entitled to withhold or reduce any payments withheld or hold the service provider liable for damages in case of disruption, delay or suspension of service for whatever reason.

BREACH OF CONTRACT

If the customer fails to pay on or before the 7th day of every month or fails to perform any of his / her obligations under this Agreement, and persists for 3 (three) days after dispatch of an e-mail to the customer, the service provider will without prejudice to rights, cancel the agreement and / or suspend the service immediately and retain all rights to take legal action to recover damages and collect arrears. An amount of R50 is payable for reconnection. The customer will be liable for costs on a solicitor- customer scale if legal action is taken and consents to the jurisdiction of the Magistrate's court of Humansdorp.

PLEASE NOTE THE FOLLOWING:

Check that all information is correct and clearly legible.

FTTH/FTTB only payable via debit order on the last day of every month.

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DEBIT ORDER PAYMENTS (only complete if paying by debit order)

Required for TrueWAN FTTH/FTTB Clients

The customer gives consent to the service provider to a debit order to withdraw the amounts due as on or before the 7th day of each month. An amount of R50.00 will be charged by the service provider to the customer for any unpaid debit orders.

The customer's bank details are as follows:

 **BANK:** _____


BRANCH CODE AND NAME: _____

ACC NUMBER: _____

ACC NAME: _____

ACC TYPE: _____

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 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 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:


 **On the 1st / 7th / 25th or last business day (delete which is not applicable) ("payment day") or FTTH/FTTB only on the LAST BUSINESS DAY of each and every month commencing on _____ (MoA 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.

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.

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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_____

NAME & SURNAME: _____

SIGNATURE: _____ 

OBLIGATIONS OF THE CUSTOMER

The customer undertakes not to use services and / or equipment for illegal or improper purposes, and to maintain equipment only for the purpose for which it was manufactured. The customer may not make changes to equipment. The customer will comply with applicable laws including immaterial rights.

MAINTENANCE

The service provider may temporarily waive its obligations in terms of the agreement in order to do improvements, maintenance and repairs to services and / or equipment and the customer may not hold the service provider liable for any damages. The service provider is not required, but will attempt to notify the customer in advance of any interruption, delay or suspension of services. The service provider undertakes to maintain wireless devices (erected outside the premises of the customer, and that links with service provider's network).

DEFINING A BASIC INSTALLATION

TRUEWAN WIRELESS

A basic installation consists of the following 3 aspects:

- CPE (client premise equipment) is mounted outside - The CPE comes in various sizes, depending on the distance from the AP it has to connect to. It is normally a small weatherproof device mounted on an exterior wall, the eaves or rooftop. It can also be mounted on a separate free-standing pole or tower. The installed CPE points to the AP located strategically to service a specific area.
- Wiring - A CAT5 UV Shielded outdoor cable also known as Ethernet or Network cable is run down from the CPE on an exterior wall. Our installers try to obscure the cable as much as possible. The cable needs to transfer from the outside of the house to the inside either through the roof, or through drilling a small hole in a wall or door/window frame.



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If there is existing cabling for phone or Satellite TV we will try to work with these as much as possible. If you need additional wiring please contact us for an official quotation. Please check our website for the various installation options.

- Connect your computer(s) - Once inside the house the cable is connected to a power source called a POE (power over Ethernet) that supplies the equipment outside with DC electricity. The CAT5 cable coming from the POE can be connected to a single computer or into the internal network. A basic installation provides you with 1 Ethernet connection. With everything in place, the connection is tested and all basic configuration setups are done - setting up emails, Wi-Fi connections, etc.

TRUEWAN FIBRE

A basic installation consists of the following 3 aspects:

- TP (Termination Point) is a small box installed inside your premises to connect to the Fibre Network. This is the entry point for the fibre connection. This is managed by the FNO (Fibre Network Operator)
- ONT (Optical Network Terminal) is a modem that translates the Optical Signal from the TP to a Network Signal. This device is how you get internet inside your premises and connects to a fibre router. Managed by the FNO
- Connect your computer(s) - Once inside the house the ONT is connected to a Fibre Router that connects your account to the active Fibre Network and manages your home's internal network connections (cabled and wireless). If you need additional wiring please contact us for an official quotation. Please check our website for the various installation options..

A BASIC TRUEWAN WIRELESS INSTALLATION INCLUDES THE FOLLOWING:

- Travelling.
- Installation (up to 2hrs labour - additional labour charged accordingly).
- Activation charge.
- Up to 30m of CAT5 cable.
- CPE with POE (remains property of True Technologies).
- One exterior wall mount & 3m aluminium pole.
- One connection and configuration to a computer network card, or to the internal network.
- The interface setup and configuring of an e-mail account.

A BASIC TRUEWAN FIBRE INSTALLATION INCLUDES THE FOLLOWING:

- Free Installation of TP and ONT devices (installed by Fibre Provider – ONT remains property of said Fibre Provider).
- Free on-site Installation of Fibre Router (remains property of True Technologies). Complimentary WiFi coverage assessment & advice.
- Up to 10m of CAT5 cable.

NOTE: On completion of the Fibre installation by the Fibre Network Operator, it takes **2-3 days** before True Technologies can configure and install the fibre router. The service will only be activated and charged pro-rata once the router is installed and FTTH/FTTB service tested.

The following is considered additional to a basic installation and will be charged separately:

- Fibre Activation Fee (once off)
- Installation of switches, Wi-Fi hotspots, VOIP connections etc.
- Special installations (e.g. Non-penetrating roof mount, extension pole, wall jack, additional cabling beyond 30m etc.)
- Troubleshooting of computer problems is also not included. Normal labour rates will apply to assist with these issues.
- Custom installations are done on acceptance of quotes for these installations.

OWNERSHIP OF EQUIPMENT

- The CPE, POE, RB750 and Fibre Router supplied at installation remain the property of True Technologies and must be returned to us upon termination of service. **While this equipment is in service at your premises you are responsible for insuring it against theft or accidental damage (as covered under a standard short term insurance policy). If you do not have insurance you will be liable for payment of the repair or replacement if such damage occurs.** True Technologies will however support and maintain the equipment to operate optimally - which includes installing new firmware updates as they become available. The CPE should have a technology lifespan of at least 3 years. CPE's older than 3 years which need to be upgraded will result in an upgrade cost for the customer.
- All other equipment installed is purchased from True Technologies and ownership transferred once fully paid. Although most of the additional equipment comes with guarantees / warranties, it still remains equipment under your care and needs to be maintained / operated in accordance with the suppliers' specifications. Any after-sales support on equipment that is not covered by the manufacturer's guarantee, or that does not clearly point to a faulty installation by True Technologies, will be charged to the customer.

ENVIRONMENTAL FACTORS TO CONSIDER

- Heat, cold, rain should not under normal circumstances affect your wireless connection. Environmental factors like electrical surges, lightning, water damage and extreme winds can affect your connection.
- The Internet connection is relayed wirelessly through our network and is reliant on electricity. Although we do have electrical backups throughout our network, and backup generators at all our data centers, extreme periods of electricity loss could affect the service we supply.

DEMARICATION AND FAULT FINDING

True Technologies provide ICT (Information and Communication Technology) services over its wireless network. The point of demarcation between the True Technologies network and the customer network is the CPE. True Technologies is not responsible for the operation of the customer network beyond this point. In the event of a loss of service, it is the customer's responsibility to ensure their network is functional, and that all cabling and equipment is operational. All cabling and equipment on the customer's premise can be serviced by any well trained IT technician.



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- In the event that the customer requests a service call, True Technologies personnel will remotely test the service to the CPE. If the CPE is connected to the network we will log into the CPE and check for LAN (Local Area Network) connections to the internal network. If there is no fault to this point, a call can be logged, but a service charge will apply.
- **A fault can be reported by either phoning the call centre at 042 293 4168 or sending an e-mail to support@truewan.co.za. A customer number and a clear fault description must accompany the report.**
- Damaged equipment will be replaced under warranty, if applicable, unless damage is caused by factors not covered in the warranty. Equipment damage out of warranty will be billed to the customer.
- True Technologies provide free telephonic technical support, but it is limited to your connection and related issues with our service. Any computer related problems, software problems, Operating System problems, printer problems, virus issues etcetera will be handled as IT support and is chargeable.

NUMBER PORTING

Any geographical number can be ported to another service provider. If you have an existing number that you want transferred to either TrueVoice or TrueFax we can accommodate that. Number porting is regulated by the Department of Communication so the following applies:

- *Only geographical numbers (i.e. 011 / 012 / 018 / 016 etcetera - no 087 or 086 numbers) can be ported - and the number to port can only be used within that geographical area.*
- *The porting request takes about 2 weeks to complete. We submit the request to the service provider currently managing the number (i.e. Telkom) through our service provider. They process the request and if everything is in order they will reply with a porting date, which we will confirm.*

The following could result in porting request being declined:

- Outstanding payments on the account, no active account on that number, a long term agreement contractually entered into on that number. We will be informed of the reason for the request being declined.
- Also note that if the current provider is Telkom, then all data services connected to that number will also be cancelled.
- Do not cancel the current service until the porting has been completed.
- Although the porting of the number should signify the end of the service, some providers keep on billing for the service. It is the customer's responsibility to ensure that all proper procedures have been followed to cancel the original service.
- There is a two (2) month cool off period on the porting during which a request for a port reversal can be submitted. After the 2 months, a complete new process has to be entered into with the new service provider if the number needs to be moved.

USAGE TERMS & CONDITIONS

The customer undertakes that he/she/they:

will not knowingly create store or disseminate any illegal content, commit to lawfully conduct him/her/themselves in the use of the services, including copyright and intellectual property rights,

- undertake not to send or promote the sending of spam
- will be responsible to manage and control the use of the service by minors able to access the True Technologies network under his/her/their care (Refer to www.true.co.za/support/protection for information about protecting minors)
- have read the AUP (Acceptable Usage Policy) as found on the True Technologies website, and will use the True Technologies service in accordance with these policies.
- have read and agree with the True Technologies Privacy Policy that can be found on the True Technologies Website. True Technologies has the right to the following if the usage terms are not upheld:
- to remove any content hosted by that customer which it considers illegal or for which it has received a take-down notice,
- to suspend or terminate the service of any customer that does not comply with the Terms & Conditions, the Acceptable Usage Policy or any other contractual obligations.

CESSION OF RIGHTS & OBLIGATIONS

The customer may not have any rights and / or liabilities ceded under the agreement, unless prior written consent from the service provider is obtained beforehand. The service provider will be allowed to have his / her rights and / or obligations in terms of the agreement ceded.

ACKNOWLEDGEMENTS BY CUSTOMER

- That ownership of wireless equipment used to connect to the service provider's network remains that of the service provider.
- The customer must ensure the necessary security of the equipment.
- If equipment is damaged, destroyed, disposed of or stolen, regardless of the cause, including lightning damage and damage caused by electrical undulations, the customer will be liable to the service provider for damages.
- If Agreement is cancelled, wireless equipment should be delivered back to the service provider in the same condition as received.
- The service provider will contact the customer and agree on a time and date after which an agent of the service provider will remove the wireless equipment.
- If the service provider receives no cooperation in this regard from the customer, the service provider will immediately remove all wireless devices with or without the consent of the customer and the latter indemnify the service provider or its agent against a criminal charge of trespassing if equipment is removed.
- Under no circumstances is the customer allowed to remove the wireless equipment such as stated above.
- No amendments or modifications shall be valid unless reduced to writing by both parties and signed.
- Any passing of time not be construed as a waiver of the service provider's rights.
- The customer is aware that changes could be made to the MoA relating to the conditions of service, and that these changes will be applicable to his/her/their service agreement.



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RICA: DOCUMENTATION REQUIRED BY LAW

To be included with the MoA Application form, or e-mail to debtors@true.co.za

Individuals

- **Certified copy of your Identity Document (ID) / Passport** where your name, photograph and identity number appears (stamped by a Commissioner of oaths).
- **Proof of address (of installation address)** - such as a recent utility bill, a property purchase or rental agreement or affidavit). The PoA needs to include the Name, identity number, residential and postal or business address.

Juristic person (Companies, CCs, Trusts, etc):

- **Name of juristic person, Business address & registration number** (if registered).
- **CIPC Company registration document**
- **A resolution letter on the official business letterhead**, selecting a Representative. Please provide Name, identity number, residential and postal or business address of the Representative
- **Certified copy of identity document** (recent) of the said Representative, where name, photograph and identity number appear.

The latest version of the MoA as can be found on the True Technologies' Website, at www.true.co.za/services/terms, will contain the relevant set of terms and conditions.



CUSTOMER

Signature:

Name:

Witness Signature:

Name:

SERVICE PROVIDER

Signature:

Name:

Witness Signature:

Name:

Signed at _____ On this _____ Day of _____ 20____