

## Application for a Vodacom Fibre Service

**Note:** Please complete this application in PRINT.

<b>New Customer</b> (Please complete Sections A,B, D & E)		<b>Existing Customer</b> (Please complete Sections A, B, C & E)	
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**SECTION A: Customer Details**
**Business Application** (This section must be completed when applying on behalf of a registered business)

Company Name																														
Company Registration Number	/															/														
Company Contact Person: Surname																														
Company Contact Person: Name																														
Company Contact Person: Designation																														
Contact Phone Number																														
Contact E-mail address																														

**Individual Application** (This section must be completed when an individual is applying)

Surname																															
First Names																															
ID Number																															
Passport Number																															
Passport Expiry Date																															
Marital Status	Single	Married	Divorced	Other																											
Contact Number (Home)																Work															
Contact Number (Cell)																															
Email Address																															

**NOTE:** Additional documents may be requested upon credit vetting of your new/existing Vodacom account.

**Address where Vodacom Fibre Broadband Service will be installed - Compulsory**

Street Number/ Unit Number																														
Street Name																														
Estate Name																														
Suburb																														
City																					Postal Code									
Province	Gauteng	Limpopo	North West	Eastern Cape	Western Cape	Free State	Northern Cape	Mpumalanga	Kwa-Zulu Natal																					





## Vodacom Fibre general terms and conditions

### General

1. Vodacom Fibre is an optical fibre service offering data, voice and content to consumer customers.
2. Vodacom determines the most suitable technologies to provision data, voice and content services over the fibre network to meet its commercial requirements.
3. The Vodacom Fibre terms and conditions as detailed herein are subject to change from time to time.
4. Any change to the Vodacom Fibre terms and conditions will be communicated to the customer upon 30 days written notice or such other reasonable notice period as the circumstances require.
5. The Vodacom Fibre terms and conditions are available at [www.vodacom.co.za/fibre](http://www.vodacom.co.za/fibre).
6. The detailed Vodacom Fibre data and voice offering is available at [www.vodacom.co.za/fibre](http://www.vodacom.co.za/fibre).
7. The Vodacom Fibre service is subject to:
  - 7.1. Vodacom's Standard contract terms and conditions
  - 7.2. Vodacom's Fair Usage Policy
  - 7.3. Additional service or device specific terms and conditions mentioned below.
8. Where there is any conflict between any other terms and conditions mentioned and the Vodacom Fibre specific terms and conditions, the last mentioned shall prevail.

### Provision of Services

9. Vodacom can only provide the Vodacom Fibre service where there is a Vodacom fibre network presence.
10. The Vodacom Fibre service will only be available in selected urban areas.
11. Vodacom will only build a fibre network in a specified area if there is sufficient commitment from prospective customers.
12. The provision of the Vodacom Fibre service is subject to credit vetting and the successful conclusion of a Vodacom Fibre service contract.
13. The Vodacom Fibre service is only available on a 24-month service contract.
14. Vodacom does not warrant an uninterrupted Vodacom Fibre service and does not offer quality of service, uptime and throughput guarantees.
15. Vodacom endeavour to maintain the Vodacom fibre network and the Vodacom Fibre service to the best of its ability.
16. A customer may not resell the Vodacom Fibre service or use the Vodacom Fibre service for any commercial activities where the service is on sold to other users.
17. Vodacom will terminate any customer's Vodacom Fibre service if it is found that the customer is reselling the service or using the Vodacom Fibre service for commercial activities.

### Commencement and Duration

18. The Vodacom Fibre service contract start date will be the customer account activation date.
19. The Vodacom Fibre service contract shall remain in force for the initial period as defined by the contract period (i.e. 24 months) where after it shall continue on a month to month basis.
20. The customer can renew or cancel the contract after the initial Vodacom Fibre service contract period.
21. Any Vodacom Fibre service migration, due to discontinuation of a Vodacom Fibre service offer and options available to customers, will be communicated to the customer prior to the end of the Vodacom Fibre service contract initial period.

22. Any Vodacom Fibre service contract that includes free or discounted customer equipment can only be renewed or cancelled after the initial period without any penalty.
23. When a Vodacom Fibre service contract is terminated before the initial period, an early cancellation penalty will apply, equivalent to all of the remaining subscriptions due for the initial period.

### Service offering and pricing

24. Vodacom reserve the right to adjust and amend the service offering and pricing from time to time.
25. Any adjustments or to services and pricing or additional services will be communicated on 30 days written notice or such other reasonable notice period as the circumstances require.
26. A customer has the option to purchase the following services:
  - 26.1. Vodacom Fibre Broadband offering data connectivity with Internet access
  - 26.2. Vodacom Fibre Fixed Voice offering voice calls (national and international)
  - 26.3. Vodacom Fibre Broadband with Fixed Voice
  - 26.4. Optional services such as GSM data and voice fail-over and devices such as Uninterrupted Power Supply (UPS)

### Installations

27. Vodacom will appoint an approved installer to install the Vodacom Fibre service at the customer's premises.
28. The approved installer will require reasonable access to the customer's premises.
29. The approved installer will install the Vodacom Fibre service in accordance with the detailed installation guidelines for a standard installation as per the Vodacom Fibre Installation Schedule.
30. The detailed installation guidelines will include the maximum installation specifications that will be included in a standard installation.
31. If the Vodacom Fibre service installation exceeds the standard installation specifications, then any additional installation expenses will be for the customer's account.
32. Any additional installation expenses will be settled directly with the approved installer.
33. If the customer does not wish to proceed with the installation due to additional installation expenses, the installation and service contract will be cancelled.
34. The installation will be deemed fully operational if the approved installer successfully tests the Vodacom Fibre service with the CPE provided by Vodacom as part of the Vodacom Fibre service contract.
35. The approved installer will not test the installation's operational status with any other CPE than the CPE provided by Vodacom.
36. The customer undertakes to maintain the installation, including all equipment provided, in good order including environmental considerations as detailed in the Vodacom Fibre Service Schedule.
37. The customer may not move or alter the Vodacom Fibre service installation and must notify Vodacom if there is a need to move or alter the installation.
38. Only a Vodacom approved installer may move or alter a Vodacom Fibre service installation.

### Customer Equipment

39. The following equipment related to the Vodacom Fibre service will be installed at the customer's premises:

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#### Vodacom (Pty) Ltd

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 082 Vodacom Boulevard, Midrand, 1685  
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- 39.1. An optical network terminal (ONT) that forms part of the Vodacom fibre network
- 39.2. A Customer Premises Equipment (CPE) with WiFi capability, more commonly known as a router
- 39.3. An optional telephonic device if voice services are included in the Vodacom Fibre services
- 39.4. An optional LTE / 3G modem for GSM backup (please refer to specific Mobile Backup terms and conditions)
- 39.5. An optional UPS (please refer to specific UPS terms and conditions)
- 40. The ONT at all times remains the property of Vodacom.
- 41. The CPE will form part of the Vodacom Fibre service contract.
- 42. The Vodacom Fibre service charge will not be discounted if the customer elects to use their own CPE or other customer equipment provided by Vodacom.
- 43. After the Vodacom Fibre service contract initial period, the CPE and any other customer equipment (excluding the ONT) becomes the property of the customer.
- 44. A two year warranty will apply to all customer equipment provided by Vodacom.
- 45. If customer equipment is swapped out by an approved installer as part of fault management, the warranty of the replacement customer equipment will be valid for the balance of the Vodacom Fibre service contract period.
- 46. The customer gives Vodacom permission to configure the router for additional SSID's to enable supplementary services.
- 47. Any use of a customer's router for additional SSID's will be at no charge to the customer and will not impact the customer's service.

### Service interruptions

- 48. Vodacom will endeavour to limit service interruption occurrences to the Vodacom Fibre service and the length thereof.
- 49. In the case of a service interruption in the Vodacom Fibre service, Vodacom will deploy technical teams to address any network faults.
- 50. If a customer detects a service interruption in the Vodacom Fibre service, the customer has to notify Vodacom customer care of the interruption.
- 51. If the service interruption in the Vodacom Fibre service is traced to a customer's Vodacom Fibre installation or customer equipment, then Vodacom will endeavour to rectify the fault remotely, failing which a service team will be dispatched to the customer's premises to address the fault.
- 52. If in the event of a service interruption in the Vodacom Fibre service a service team is dispatched to the customer's premises and it is found that the service interruption is attributable to the customer's actions, then Vodacom will charge the customer the applicable rates for dispatching the service team to rectify the service interruption.

### Liability

- 53. Vodacom accepts no liability for any loss or damage to the property or equipment of the customer arising out of the provision, installation or maintenance of Vodacom's Fibre service including the customer's use of the customer equipment.
- 54. Vodacom accepts no liability for any loss or damage arising out of the use of the Vodacom Fibre service, including loss or damage due to using the Internet and / or transferring files and content.

### Fair Usage Policy

- 55. Vodacom reserves the right to use a Fair Usage Policy (FUP) to manage its' networks in order to maintain acceptable levels of customer experience.
- 56. The Vodacom Fibre services are subject to a FUP.
- 57. The Vodacom Fibre FUP is subject to change from time to time. The detailed Vodacom Fibre FUP is available at [www.vodacom.co.za/fibre](http://www.vodacom.co.za/fibre).

### Non payment

- 58. Vodacom Fibre services will be suspended in the event of non-payment.
- 59. A reconnection fee will be applied as per the credit management process.

### Termination & Cancellations

- 60. Cancellations within the contract period will carry a penalty equivalent to all the remaining contract tariffs due for the remainder of 24 month contract period.
- 61. Any penalties applicable to customer equipment due to termination or cancellation will be included in the last invoice.
- 62. Vodacom will inform customers 30 days in advance of the initial contract end period.

### Upgrades and Migrations

- 63. The customer can migrate to any other Vodacom Fibre service offer on request.
- 64. No penalties will apply when upgrading or for an upward migration.
- 65. Downward migrations will attract a once-off fee.

### Re-location Services

- 66. If the customer wishes to move the location of the Vodacom Fibre service from one geographical location to another and wishes to retain a Vodacom Fibre service (i.e. physical address change) the following will apply:
  - 66.1. A relocation fee will be charged
  - 66.2. Moves will be allowed subject to a feasibility study on whether a Vodacom Fibre service can be provisioned at the new location
  - 66.3. Any additional costs relating to the provisioning of the Vodacom Fibre service at a new location will be charged to the customer with prior approval
  - 66.4. If the Vodacom Fibre service cannot be provisioned at the other geographical location, the Vodacom Fibre contract will be cancelled at no cost to the customer
  - 66.5. If the Vodacom Fibre service contract is cancelled due to Vodacom not being able to provide a Vodacom Fibre service at a new location, then the customer will be liable for any outstanding fees applicable to the customer equipment

### Fixed Voice

- 67. The Vodacom Fibre Fixed Voice service is not dependent on a Vodacom Fibre Broadband installation.
- 68. The customer will receive a Vodacom Fibre Fixed Voice non-geographic telephone number.
- 69. The customer can port a geographical telephone number to the Vodacom Fibre Fixed Voice service.
- 70. All national on-net (Vodacom Fibre to Vodacom Fibre and Vodacom Fibre to Vodacom GSM) and off-net (Vodacom Fibre to any other operators) calls will be deducted from the Vodacom Fibre Fixed Voice price plan allocations or at the

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default out-of-bundle rates if the price plan allocation is depleted.

71. All international calls will be charged at the current Vodacom international calling rates

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