

COMPUTER HUT

The Computer Hut Address: Dirkie Uys Street 25 Gansbaai 7220	Email: computerhut@mweb.co.za Web: www.thecomputerhut.co.za www.gansbaai.com/the-computer-hut/ Tel: 028 384 1443 Cell: 0766718630 CK Number: 2009/092539/23
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Wireless Application Form

Personal / Business Details:

Title		Telephone (Work)	
Surname		Telephone (Home)	
First Name		Cell Number (Required)	
I D Number		Next of Kin Name/ Number	
Business Name		Current E-mail Address	
Postal Address		Installation Address	

See Terms and Conditions of Service on Pg. 6.

Please ATTACH AN RECENT COPY OF YOUR ID and sign each page

Signature of
Applicant:

Date:

Please email or signed copies of both the Application Form and Installation Check-list to begin processing your order.

Please retain a copy of these forms for your own records.

Banking Details	V1.1	FOR OFFICE USE ONLY	
Account Name:	The Computer Hut	Client Number:	
Account Number:	4085327445	Technicians Name:	
Bank:	ABSA	Installation Date:	
Branch:	Gansbaai	Radius username and password	
Branch Code	632005	Wi-Fi password	
	Swift Code: ABSAZAJJ	Internet Package	

Initial _____

PRE-INSTALLATION CHECK-LIST

THIS INFORMATION IS IMPORTANT TO ENABLE US TO DO YOUR INSTALLATION

Please complete the following information and/or verify the circumstances:

(Please tick the box OR, insert your comment or query and fax or email together with your application)

FIRST-LINE INSTALLATION INFORMATION

- Your computer needs to be running at least Windows 7/Windows 8/Windows 10/MacOS and LinuxGui
- The computer will be in its usual place of use and connected as you would normally use it.
- Please ensure that there are at least 3 power outlets of witch two must be two point connectors.
- Trees in your line of sight to our Station may distort your signal and obscuring trees may have to be trimmed – if you have any concerns in respect of this, please call us for advice.

If the above requirements are not met and the installation cannot be done when we arrive you may be charged for additional mileage for a second callout

Visit. Please do not hesitate to call us if you need clarification on any of these points.

ADDITIONAL INSTALLATION INFORMATION

- Is your computer stand-alone or connected to a network?
- Do you need a network installed for internet sharing? If so how many computers?
- Which Anti-Virus application are you using?

WI-FI DETAILS-Please supply details for technical team to pre-program Wi-Fi router

Wifi Name "SSID":	
Wifi Password:	

INSTALLATION CHARGE and INVOICING

Once we receive your Application Form, we will E-mail your Installation Invoice

This amount to be deposited to our account prior to scheduling your installation. Please see Pg.5 for indicative one-off installation costs – or CALL US for clarification and confirmation – we may have to do an on-site signal check for remote clients.

Initial_____

Monthly Subscription



Capped Packages:

Package Type	code	Download/ Upload (kbps)	Price	Top-up Pricing Per GB	Mark With X
1Mb Capped	CAP01	1Mb/512kbps (10GB Capped)	R150.00p/m	R20.00	
1Mb Capped	CAP02	1Mb/512kbps (20GB Capped)	R250.00p/m	R20.00	
2Mb Capped	CAP03	2Mb/1Mb (10GB Capped)	R250.00p/m	R30.00	
2Mb Capped	CAP04	2Mb/1Mb (20GB Capped)	R300.00p/m	R30.00	
2Mb Capped	CAP05	2Mb/1Mb (40GB Capped)	R400.00p/m	R30.00	
Speed may not be possible for entry level and older equipment					
5Mb Capped	CAP06	5Mb/1Mb (15GB Capped)	R350.00p/m	R50.00	
5Mb Capped	CAP07	5Mb/1Mb (25GB Capped)	R400.00p/m	R50.00	
5Mb Capped	CAP08	5Mb/1Mb (40GB Capped)	R500.00p/m	R50.00	
8Mb Capped	CAP09	8Mb/1Mb (10GB Capped)	R450.00p/m	R50.00	
8Mb Capped	CAP10	8Mb/1Mb (20GB Capped)	R600.00p/m	R50.00	
8Mb Capped	CAP11	8Mb/1Mb (30GB Capped)	R700.00p/m	R50.00	

Pensioner:

1Mb Capped	PEN01	1Mb/512kbps (10GB Capped)	R100.00p/m	R20.00	
1Mb Capped	PEN02	1Mb/512kbps (15GB Capped)	R170.00p/m	R20.00	
1Mb Capped	PEN03	1Mb/512kbps (30GB Capped)	R250.00p/m	R20.00	
2Mb Capped	PEN04	2Mb/1Mb (15GB Capped)	R250.00p/m	R30.00	
2Mb Capped	PEN05	2Mb/1Mb (50GB Capped)	R350.00p/m	R30.00	
Speed may not be possible for entry level and older equipment					
5Mb Capped	PEN06	5Mb/1Mb (25GB Capped)	R400.00p/m	R40.00	
5Mb Capped	PEN07	5Mb/1Mb (60GB Capped)	R600.00p/m	R40.00	

Prepaid Data: Valid for 12 months

Package Type	CODE	Download/ Upload (kbps)	Price	Mark With X
1Mb Capped	PRE01	1Mb/512kbps (200GB Capped)	R600.00	
1Mb Capped	PRE02	1Mb/512kbps (400GB Capped)	R1000.00	
2Mb Capped	PRE03	2Mb/1Mb (200GB Capped)	R950.00	
2Mb Capped	PRE04	2Mb/1Mb (400GB Capped)	R1400.00	
Speed may not be possible for entry level and older equipment				
5Mb Capped	PRE05	5Mb/1Mb (200GB Capped)	R1300.00	
5Mb Capped	PRE06	5Mb/1Mb (400GB Capped)	R1900.00	
8Mb Capped	PRE07	8Mb/1Mb (200GB Capped)	R1600.00	
8Mb Capped	PRE08	8Mb/1Mb (400GB Capped)	R2200.00	



FUP Limit is applied on all Home Uncapped packages. Once FUP limit has been reached, your internet speed will be slowed down to a lower speed until the 1st of the next month.

Uncapped Home Packages:

Line	CODE	Home	CODE	Premium
Download Speed		(250Gb) 512kb upload speed Burst 5mb on Download		(1Tb) 1024kb upload speed Burst 5mb on Download
1Mb	UCH01	R300	UCPM01	R450
2Mb	UCH02	R450	UCPM02	R600
Speed may not be possible for entry level and older equipment				
5Mb	UCH03	R700	UCPM03	R900
8Mb	UCH04	R900	UCPM04	R1200
10Mb	UCH05	R1 200	UCPM05	R1 600
Special Antenna Equipment and site survey needed for below package				
15Mb	UCH06	R2 000	UCPM07	R2 500

Uncapped Business Packages:

Business Packages (Advanced installation required) Included static public IP address				
Business 2M Uncapped Unshaped	UCB01	2Mb/2Mb	R700.00 p/m	
Business 5M Uncapped Unshaped	UCB02	5Mb/5Mb	R2 000.00 p/m	
Business 10M Uncapped Unshaped	UCB03	10Mb/5Mb	R3 000.00 p/m	
Special Antenna Equipment and site survey needed for below package				
Business 15M Uncapped Unshaped	UCB04	15Mb/5Mb	R4 000.00 p/m	
Business Packages 4:1 contention ratio and <u>Includes Business Support</u>				

CCTV Packages:

Better Upload Speed for CCTV, Included static public IP address				
2Mb Upload 1Mb Download	CCTV01	500GB	R500.00 p/m	
5Mb Upload 1Mb Download	CCTV02	500GB	R700.00 p/m	
10Mb Upload 2Mb Download	CCTV03	500GB	R1500.00 p/m	
Special Antenna Equipment and site survey needed for below package				
15Mb Upload 5Mb Download	CCTV04	500Gb	R2200.00 p/m	

Your DATA limit is calculated on both your download and uploads. Thus, we recommend to monitor software that uploads/downloads (Windows 10 UPDATES, bit torrent, P2P, drop box, etc.).



We reset the DATA limit on the 1st day of each new month. *FUP means the service is throttled down to a very slow speed until the next month or until you top up your data via email or SMS.

For R250 an 2nd Connection can be added on your existing account at an different address(premises)
 The 2nd connection will share the data/cap of the main account.
 Both connections will get the full speed of the main package.
 2nd connection only available on 1Mb/2Mb/5Mb packages, not available on higher than 5Mb packages.

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We recommend the “advanced/pro installation”

Basic Installation (Stanford to Pearly Beach)	Unit Price Total	
Basic Equipment & Installation Combo <i>(Dual polarization Client Radio, brackets/mast, 30m cable, callout and labour. (Radio will rust if not treated on a regular basis)</i>	Installation R1 650.00	Normal AP R450 High Power AP R700
With Access Point <i>(300Mb Wi-Fi point in home)</i>		
With High Power Access Point <i>(300Mb Wi-Fi point in home)</i>		
Depending on installation requirements – most installations will be at basic charge		
CLIENT’S SIGNATURE:	TOTAL	R

Advanced Installation (Stanford to Pearly Beach)	Unit Price Total	
Recommended for 2Mb and faster connections		
Advanced Equipment & Installation Combo <i>(Dual polarization client Radio, brackets/mast, 30m cable, callout and labour. (Radio is rust resistant)</i>	Installation R2 500.00	Normal AP R450 High Power AP R700
With Access Point <i>(300Mb Wi-Fi point in home)</i>		
With High Power Access Point <i>(300Mb Wi-Fi point in home)</i>		
Depending on installation requirements – most installations will be at basic charge		
CLIENT’S SIGNATURE:	TOTAL	R

PRO (long distance) Installation (Stanford to Pearly Beach)	Unit Price Total	
Recommended for 10mb and faster connections, better signal quality		
Advanced Equipment & Installation Combo <i>(Dual polarization client Radio, brackets/mast, 30m cable, callout and labour. (Radio is rust resistant)</i>	Installation R3 500.00	Normal AP R450 High Power AP R700
With Access Point <i>(300Mb Wi-Fi point in home)</i>		
With High Power Access Point <i>(300Mb Wi-Fi point in home)</i>		
Depending on installation requirements – most installations will be at basic charge		
CLIENT’S SIGNATURE:	TOTAL	R

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The Computer Hut CC - Terms and Conditions of Service

1.1 These Terms and Conditions to Prevail

These terms and conditions (hereinafter referred to as "this agreement") shall, when read together with the Application Form and any schedule thereto, constitute the whole of the agreement between **The Computer Hut CC reg.no.CK 2009/092539/23 ("TCH")** and the Client.

1.2 Charges

The Computer Hut reserves the right to adjust installation & service charges at their sole discretion. Existing Clients will receive one month's notice relating to service charge adjustments.

1.3 Termination

The agreement shall continue indefinitely and shall **be terminable on the expiry of one calendar month's written notice given by either party to the other**. On termination of a service, **The Computer Hut** will, at its own discretion, buy back any new (less than 6 months old), working radio equipment. **The Computer Hut** will assess the buy-back value and inform the client.

1.4 Client's Obligations

The Client may not at any time use the service in contravention of any South African law. In particular, the Client undertakes to familiarize itself and ensure that it is kept continuously apprised of all South African law, in force from time to time, which has any bearing on the service and/or its use. **The Computer Hut** has no obligation to assist the Client in this regard. Please note that should a client be guilty of excessive use of their allocated bandwidth his service speed will be lowered to the minimum for the rest of that month.

1.5 Warranties

The Computer Hut does not make any representations nor, unless expressly given in writing, give any warranty or guarantee of any nature whatsoever in respect of the service or its suitability for any purpose. **The Computer Hut** does not warrant or guarantee that the information transmitted by and/or available to the Client by way of the service:

- 1.5.1. Will be preserved or sustained in its entirety;
- 1.5.2. Will be suitable for any purpose;
- 1.5.3. Will be free of inaccuracies or defects or bugs or viruses of any kind, and **The Computer Hut** assumes no liability, responsibility or obligations in regard to any of the foregoing exclusions.

1.6 Exclusion of Liability

- 1.6.1 Except as otherwise expressly provided herein to the contrary, **The Computer Hut** shall not be liable to the Client or any third party for any loss or damage of whatsoever nature and/or howsoever arising (including consequential or incidental loss or damage which shall include but shall not be limited to loss to property or of profit, business, goodwill, revenue or anticipated savings).
- 1.6.2 The Client hereby indemnifies **The Computer Hut** against and holds **The Computer Hut** harmless from any claim by any party arising directly or indirectly out of access to, or use of, the service or information obtained through the use of it.

1.7 Support and Maintenance

The client is not entitled to any free computer support and/or maintenance. However, **The Computer Hut's** help-desk will give you free assistance on **0766 718 630** with internet connection problems related to the **The Computer Hut's** network from 08:00 – 20:00

If the problem is not related to the The Computer Hut's network, a minimum fee of R150 per15min will be charged.

Telephonic support for your Internet Connection will be given only for Windows 7 and Windows 8 windows 10 platforms.

Any third-party networking or Internet client or server software will not be supported by The Computer Hut.

The Computer Hut cannot be held liable for any damage to computer equipment during and after installation.

The Computer Hut will only set up your configuration on a Standard Windows Windows 7/8/10 machine running Microsoft Outlook.

The Computer Hut shall not set up a connection on your system if it is running third-party networking or 'firewall' software. If you are unaware of it and we encounter such software

during an installation then additional (hourly) charges will apply (including, but not limited to, your system administrator/IT manager's services, as required).

For call-outs involving "connection problems": A minimum call out fee of R200 will be charged. In the event that the fault is due to faulty installation, there will be no extra charge. Faulty hardware will be replaced under warranty (a one-year warranty applies) but an hourly installation rate of R200 will apply. In the event that the call-out issue is related to your software (including Windows); hardware; power supply; damage; tampering or user error - service charges will apply including mileage. Charged at R200/hour and R3.50/km respectively.

1.8 Charges & Payment

Installation Cost – Payable against invoice prior to installation. All hardware remains the property of **The Computer Hut** until the installation payment is received in full

1.8.1 Monthly Service Fee

The client will be liable for the first month or part month's subscription on installation – this will be invoiced with the next month's Fee. Thereafter, the electronic debit order will be lodged for collection in advance before the 7th of every month. If the client does not comply with this agreement, **his/her service may be suspended and a R150-00 reconnection fee may be charged.**

All other The Computer Hut Charges – Payable on invoice into **The Computer Hut** bank account.

End of The Computer Hut Terms and Conditions

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