

COMPUTER HUT



WIRELESS INTERNET APPLICATION FORM

TITLE

MOBILE TEL NR (REQUIRED)

SURNAME

TELEPHONE (HOME)

FIRST NAME

EMAIL ADDRESS

ID NUMBER

NEXT OF KIN (NAME/NUMBER)

BUSINESS NAME (IF APPLICABLE)

EMPLOYER NAME / CONTACT NUMBER

INSTALLATION PHYSICAL ADDRESS

APPLICANT PHYSICAL ADDRESS

SEE TERMS AND CONDITIONS OF SERVICE ON PG.6

CHOSEN INTERNET PACKAGE:
(Refer Pages 3-4)

CHOSEN HARDWARE INSTALLATION PACKAGE:
(Refer Pages 3-4)

PLEASE ATTACH A RECENT COPY OF YOUR ID AND SIGN EACH PAGE

SIGNATURE OF APPLICANT

DD / MM / YYYY

DATE

PLEASE EMAIL SIGNED COPIES OF BOTH THE APPLICATION FORM AND INSTALLATION CHECKLIST TO BEGIN PROCESSING YOUR ORDER

OUR BANKING DETAILS:

ACCOUNT NAME: The Computer Hut

ACCOUNT NR: 4085327445

BANK: ABSA

BRANCH: GANSBAAI

BRANCH CODE: 632005

SWIFT CODE: ABSAZAJJ

FOR OFFICE USE ONLY:

CLIENT NUMBER:

TECHNICIAN NAME:

INSTALL DATE:

CLIENTZONE NAME:

CLIENTZONE PW:

COMPUTER HUT



INSTALLATION PREREQUISITES

The following information is important to enable us to do your installation and to ensure that you will be able to use our services on the devices you may own

Please complete the following information by checking the relevant tickboxes or by inserting your comments or queries and email or return the checklist together with your application



FIRST-LINE INSTALLATION INFORMATION

1. Your computer needs to be running at least windows 7 or 10, MacOS or LinuxGui and have an ethernet port or wifi adapter

2. The Computer will be in its usual place of use and connected as normally

3. There are at least 3 x power outlet sockets available for the equipment

4. You are applying for a property which has been serviced with a fibre optic boundary box. This box will be located outside your property on the border between yourself and your neighbour.

ADDITIONAL INSTALLATION INFORMATION

1. Is your computer on a network or stand-alone?

Networked:

Stand-Alone:

2. Do you need a network for internet sharing?

Yes:

No:

If yes, how many computers?

What would you like your Wifi broadcasted name and the password of it to be?

SSID - (Name of your Wifi):

WIFI PASSWORD:

SECOND INTERNET CONNECTION ON ACCOUNT

1. A Second Internet connection can be added on your existing Computer Hut Account for R250pm

2. Your second connection will share the Cap or Fair Usage limit with your primary account

3. Both connections will receive the full speed your Primary connection has

Example: You have 5Mbps at your home for R700pm, get 5Mbps as a second connection at another premises you own or rent for an additional R250pm.

4. Shared account only available on 2Mbps, 3Mbps and 5Mbps connections

(Not available on connections > 5Mbps)

INSTALLATION CHARGES & INVOICES

1. Once we have received your application form we will email your installation invoice.

2. The amount reflected on the invoice is to be deposited into our account or be settled by cash or debit card (in store) prior to an installation being scheduled.

3. Please see PG3 for indicative once off installation costs or contact us for clarification and/or confirmation of your location and the requirements of providing services to your location.

COMPUTER HUT



UNCAPPED INTERNET

HOME
wireless
 balanced uncapped internet

UCH01
 UCH02

2Mbps	2Mbps R300pm	512Kbps
3Mbps	3Mbps R450pm	512Kbps

5Mbps	5Mbps R700pm	1Mbps
8Mbps	8Mbps R900pm	1Mbps
10Mbps	10Mbps R1200pm	2Mbps
15Mbps	15Mbps R2000pm	2Mbps

UCH03
 UCH04
 UCH05
 UCH06

↑ ABOVE PACKAGES HAS A FUP OF 350GB ↑

PLUS
wireless
 premium uncapped internet

UCP01
 UCP02

2Mbps	2Mbps R450pm	1Mbps
3Mbps	3Mbps R600pm	1Mbps

5Mbps	5Mbps R900pm	2Mbps
8Mbps	8Mbps R1200pm	2Mbps
10Mbps	10Mbps R1600pm	2Mbps
15Mbps	15Mbps R2500pm	2Mbps

UCP03
 UCP04
 UCP05
 UCP06

↑ ABOVE PACKAGES HAS A FUP OF 1000GB ↑

LITE
wireless
 budget uncapped internet

4Mbps	4Mbps R490pm	512Kbps
6Mbps	6Mbps R690pm	512Kbps

UCL01
 UCL02

↑ ABOVE PACKAGES HAS A FUP OF 100GB ↑

COMPUTER HUT



BUSINESS WIRELESS INTERNET

 2Mbps 2Mbps <i>R700pm</i> 2Mbps	 10Mbps 10Mbps <i>R3000pm</i> 10Mbps
 5Mbps 5Mbps <i>R2000pm</i> 5Mbps	 15Mbps 15Mbps <i>R4000pm</i> 15Mbps

CCTV Packages

Upload Priority Internet

 2Mbps 2Mbps <i>R500pm</i> 1Mbps	 10Mbps 10Mbps <i>R1500pm</i> 2Mbps
 5Mbps 5Mbps <i>R700pm</i> 1Mbps	 15Mbps 15Mbps <i>R2200pm</i> 5Mbps



Prepaid Data Bundles

Prepaid Data Valid for 12 Months

 1Mbps 1Mbps 200GB <i>R600</i> 512Kbps	 5Mbps 5Mbps 200GB <i>R1300</i> 512Kbps
 1Mbps 1Mbps 400GB <i>R1000</i> 512Kbps	 5Mbps 5Mbps 400GB <i>R1900</i> 512Kbps
 2Mbps 2Mbps 200GB <i>R950</i> 1Mbps	 8Mbps 8Mbps 200GB <i>R1600</i> 512Kbps
 2Mbps 2Mbps 400GB <i>R1400</i> 1Mbps	 8Mbps 8Mbps 400GB <i>R2200</i> 512Kbps

INSTALLATION PACKAGES

MikroTik
ROUTERBOARD LHG
(List price: R1650)

TP-LINK
WR840N
(List price: R450)

up to 2Mbps

+ CABLES BRACKET & FREE INSTALLATION (20m max cable run) (R1350 value for free with installation)

1. lite wireless LHG

ONLY R2100

UBIQUITI NETWORKS
LITEBEAM AC GEN 2
(List price: R1650)

TP-LINK
WR840N
(List price: R450)

up to 2Mbps

+ CABLES BRACKET & FREE INSTALLATION (20m max cable run) (R1350 value for free with installation)

2. lite wireless

ONLY R2100

UBIQUITI NETWORKS
LITEBEAM AC GEN 2
(List price: R2500)

TOTO LINK
N300RH
(List price: R700)

up to 8Mbps

+ CABLES BRACKET & FREE INSTALLATION (20m max cable run) (R1350 value for free with installation)

3. Advanced Wireless

ONLY R2950
WITH N300RH ROUTER
or
R3200
WITH N300RH ROUTER

Cambium Networks
FORCE 300
(List price: R3300)

TOTO LINK
N300RH
(List price: R700)

up to 20Mbps

+ **MikroTik** ROUTERBOARD HAP LITE SMART APPLIANCE (List price: R500)

+ CABLES BRACKET & FREE INSTALLATION (20m max cable run) (R1350 value for free with installation)

3. Pro Wireless

ONLY R3950



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 bandwidth (in of the package's specific FAIR USAGE POLICY limit), the package's 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

1.7.1 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 028 384 1443 or 0766 718 630 with internet connection problems related to The Computer Hut's network from 08:00 to 18:00. If the problem is not related to The Computer Hut's network, a minimum fee of R150 per 15min will be charged. Telephonic support for your Internet Connection will be given only for Windows 7 to Windows 10 OS platforms. Any third-party networking or Internet client or server software will not be supported by The Computer Hut

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

1.7.3 The Computer Hut will only set up your configuration on a Standard Windows 2000/XP/Vista/Windows 7 machine running Outlook/Outlook Express.

1.7.4 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).

1.7.5 For call-outs involving "connection problems", a minimum call-out fee of R250 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 R150 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 R250ph and R3.50/km respectively.

1.8 Charges & Payment

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

1.8.2 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 5th 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.

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

COMPUTER HUT**BANK DEBIT ORDER INSTRUCTION FORM**

NAME (DEBTOR)

TCH CONTRACT NUMBER

DEBTOR ADDRESS (STREET)



DEBTOR ADDRESS (SUBURB)



DEBTOR ADDRESS (TOWN)



DEBTOR ADDRESS (CODE)



CONTACT NR 1



CONTACT NR 2



EMAIL ADDRESS

ABBREVIATED NAME AS REGISTERED WITH THE BANK: **THECOMHUT**

Dear Sirs/Madams,

The details of my/our account are as follows:

BANK NAME

BRANCH NAME

BRANCH NUMBER

ACCOUNT HOLDERS NAME

ACCOUNT NUMBER

ACCOUNT TYPE (SAVINGS/CURRENT/CHEQUE/TRANSMISSION)

Check appropriate date you wish for the debit order to run:

DEBIT DATE:

1st

2nd

15th

25th

30th

PLEASE NOTE THE FOLLOWING IMPORTANT TERMS:**INSTALLATION PAYMENT (IF APPLICABLE)**

You will be liable to The Computer Hut, for the full payment of the installation fee, regardless of any cancellation premature to the payment term selected.

RECONNECTION FEE

Please note that if your account is suspended due to non-payment you will be charged a reconnection fee of R150.

A R75 penalty fee will apply to unpaid debit orders

All additional invoices & outstanding balances will be debited including your subscription.

COMPUTER HUT



BANK DEBIT ORDER INSTRUCTION FORM

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorize 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 authorized to be issued must be issued and delivered as follows:

1. On the day ("**debit date**") of each and every month commencing on

MONTH:

YEAR:

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;

2. 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; I/We understand that the withdrawals hereby authorized 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.

INSTALLATION PAYMENT (IF APPLICABLE)

You will be liable to The Computer Hut, for the full payment of the installation fee, regardless of any cancellation premature to the payment term selected.

RECONNECTION FEE

Please note that if your account is suspended due to non -payment you will be charged a reconnection fee of R150.

NOTE: All additional invoices & outstanding balances will be debited including your subscription.

Signed at _____ on this _____ day of _____ 20__

**SIGNATURE AS USED FOR SIGNING CHEQUES
OR CREDIT CARD VOUCHERS**

ID NUMBER

FOR OFFICE USE ONLY

ASSISTED BY:

AGREEMENT REFERENCE NUMBER: