SUBSCRIBER AGREEMENT

BETWEEN

MegaVoIP T/A Megasurf Wireless Internet CC

AND

SUBSCRIBER / APPLICANT DETAILS

Company Name:			
Name & Surname:			
ID Number:		VAT No:	
Company Reg. No:		Email:	
Tel:		Mobile:	
Physical Address:			
		Postal Code:	
Postal Address:			
		Postal Code:	

SERVICE

Package Description:			
Monthly Service fee:	R		
Extensions:		Porting Fee:	

CONFIRMATION

I/We hereby confirm that I/we authorise to enter in to this agreement. The information provided is true and correct

For Subscriber / Applicant

Signed at _____ this_____ of _____ 20_____

Full Name and designation: _____

Signature: _____

For MegaVoIP Representative

Signed at _____ this_____ of _____ 20_____

Full Name and designation: _____

Signature: _____

MEGAVOIP OFFICE USE

VoIP No:		Domain:	
Ported No:			

MegaVoIP Initial:_____   Subscriber Initial:_____

MegaVoIP Payments:

For VoIP talk time purchases.

<u>Banking details:</u>

Nedbank

1748468952

Vanderbijlpark

Current Account

Please use your new VoIP number (016 065 ????) as reference on our bank statement

Proof of payments can be send to <u>talktime@megavoip.co.za</u>

Terms and Conditions

Detailed description of goods and/or services
MegaVoIP T/A Megasurf wireless internet CC (herein referred to as "MegaVoIP") is an VoIP service.

Delivery policy
Subject to availability and receipt of payment, requests will be confirmed within 2 working days and delivery confirmed telephonically or via e-mail.

Liability
By agreeing to use our services you agree to our standard terms and conditions.

Return and refunds policy
The provision of goods and services by MegaVoIP is subject to availability. In cases of unavailability, MegaVoIP will refund the client in full within 30 days. All goods such as hardware and software remains the property of MegaVoIP until paid in full.

VoIP guarantee
-Upon activation and installation of VoIP equipment, we offer up to 12 months factory guarantee on all equipment. Standard T&C apply .
-We give a 30 day workmanship done on all new installations.
-All changes / improvements / repairs / software updates / security upgrades to the equipment are for the client's account unless the damage / fault is as a result of the company's negligence. It is your responsibility to keep your equipment up to date with upgrades of hardware and software.
-It is standard policy for clients to be pre-advised of any potential costs in either the form of a formal quote, when the exact fault is known, or an estimate, when an onsite evaluation is required.

Tax exemption
Unless otherwise noted, all prices on this web site includes Value Added Taxes (VAT). Residents from outside the Republic of South Africa are exempt from South African VAT.

Customer privacy policy
MegaVoIP shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA).

Indemnity.
-You hereby unconditionally and irrevocably indemnify MegaVoIP and agree to indemnify and hold MegaVoIP harmless against all loss, damages, claims, liability and/or costs, of whatsoever nature, howsoever and when so ever arising, suffered or incurred by MegaVoIP as a result of any claim instituted against MegaVoIP by a third party (other than you) as a result of (without limitation):
-Your use of our services or products other than as allowed or prescribed in the Agreement;
-Any other cause whatsoever relating to the Agreement or the provision of services or products to you where you have acted wrongfully or failed to act when you had a duty to so act.

Client access disclaimer
MegaVoIP reserves the right to charge a specialized IT Support fee, for any changes or system corrections needed on client installations and networks, in the event of a request for full systems access by the client.

MegaVoIP Initial:_____   Subscriber Initial:_____

Payment on additional invoices

As per the terms on our service application forms, please note that you are in agreement to accept any additional relevant charges submitted against your account, not included in the monthly service invoices. This may include top up invoices, or invoices related to overuse for hosting services.

Responsibility

MegaVoIP takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

Country of domicile

This website is governed by the laws of South Africa and MegaVoIP chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

VoIP Cancellations

Please note that should you require your VoIP services cancelled, a 30 day notice period is applicable. As MegaVoIP is a reseller for this product, you will need to request a separate cancellation for this service.

An email should be sent to accounts@megasurf.co.za to request that the VoIP services be discontinued and cancelled with the supplier. MegaVoIP will process the cancellation with the supplier on your behalf once the cancellation email has been received.

Client contact details

It is the client's responsibility to keep their contact details up to date. This is easily accessible via the Client Area

Health and safety regulations

In compliance with best practice, we do not allow engineers to complete any work during harsh winds or on wet surfaces especially roofs. All appointments scheduled on days when there are strong winds or rain, will be rescheduled to the next available date. This is due to safety regulations and the risk of injury.

Support procedures

MegaVoIP has standard procedures for obtaining technical support and escalations.

Clients are requested to log a ticket when experiencing difficulties. Methods for logging tickets are as follows:

Using our website, http://www.megasurf.co.za/contact-us

Sending an e-mail to support@megasurfwifi.co.za

Phoning our help line on 016 932 2324 option 2

Support Hours:

Weekdays from 7am – 5pm and 8pm – 10pm

Weekends from 8am to 10pm

When requesting technical support you will be given a ticket number. All our technical support cases are attached to a ticket number which we use to trace the issue through our system. Without a ticket number, we cannot process any support request. Should you not receive a ticket number by default, please ensure that you ask for one. If you require to escalate a call, ensure that you quote your ticket number when proceeding with the escalation request.

Please do not contact our Support Engineers directly on their personal e-mail address or via any of the chat programmes such as GChat or WhatsApp, as your query will not be handled efficiently.

Our Support Department should not be contacted for any reason on their cell phone numbers when reporting a problem.

Our system is set up to handle all technical support queries in an efficient manner and problems will only be addressed by following one of the three reporting methods above.

MegaVoIP's contact details

Physical address:

MegaVoIP building, 149 Louis Trichardt street , Vanderbijlpark , Gauteng , 1911, South Africa

Postal address:

P.O. Box 428 , Park South, Vanderbijlpark, 1910, South Africa

016 932 2324 Office number

info (at) megasurf.co.za

Criminal activity on MegaVoIP's Network

No form of criminal activity will be tolerated on MegaVoIP's network. This includes hacking or phishing or trespassing on any person's system and any other activity which is prohibited by the law. The normal turn of events is that the police will subpoena MegaVoIP for the information. MegaVoIP, however, reserves the right to disconnect a user's system until such time as the investigation is completed.

Thus done and signed on _____ day of _____20_____ in _____

_____   _____

Signature Applicant   Signature Witness

MegaVoIP Initial:_____   Subscriber Initial:_____