

## HERO FIBRE

This service order form is for requesting the installation of a service by Herotel. Please complete all relevant sections, for us to connect you.

### SECTION A

## LET'S GET YOU CONNECTED

Property Type	Residential: House <input type="checkbox"/>	Residential: Apartment <input type="checkbox"/>	Residential: Townhouse <input type="checkbox"/>	Residential: Estate <input type="checkbox"/>	Residential: Rural <input type="checkbox"/>
	Business: Free Standing <input type="checkbox"/>	Business: Office Block <input type="checkbox"/>	Business: Office Park <input type="checkbox"/>	Business: Rural <input type="checkbox"/>	

### SECTION B

## INDIVIDUAL OR AUTHORISED REPRESENTATIVES DETAILS

Full Name and Surname						
Email Address			ID Number			
Contact Number			Residential Address	Dwelling Type (Estate, apartment, home, farm)		
Body Corporate Approval	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Not Applicable <input type="checkbox"/>	Building Name (if applicable)	
Landlord/Letting Agent Contact Number				Unit Number		
Alternative Contact Person				Street Name		
Alternative Contact Number				City		

### SECTION C

## BUSINESS DETAILS

This section is for Business Applicants only, Business Applicants must complete section B & C

Company/Org Name					
Business Contact Number			Business Address	Dwelling Type (Estate, apartment, home, farm)	
Registration Number				Building Name (if applicable)	
VAT Number				Unit Number	
Billing Email Address				Street Name	
				City	

### SECTION D

## SERVICE ORDER

A separate quote will be required for any connection that requires additional hardware, consumables labour or similar


### MONTHLY RECURRING FIBRE PACKAGES

**10Mbps**  Ideal for small families  
↑↓ 10Mbps Download & 5Mbps Upload **R 399pm**

**100Mbps**  Ideal for medium families  
↑↓ 100Mbps Download & Upload **R 749pm**

**50Mbps**  Ideal for small families  
↑↓ 50Mbps Download & Upload **R 549pm**

**200Mbps**  Ideal for large families  
↑↓ 200Mbps Download & Upload **R 999pm**

**75Mbps**  Ideal for medium families  
↑↓ 75Mbps Download & Upload **R 649pm**

\*All pricing is VAT inclusive and All packages have no data restrictions.

\* All downloads and upload speeds indicate maximum possible performance

### WHAT YOU NEED TO KNOW



Your installation is subsidised to the value of R 1500 including a Free-to-use router. Please note if you cancel your service within 12 Months we will recover these fees from you. The standard free to use router has wifi capabilities. Any additional Wifi coverage required can be quoted on.



Please note that a standard installation comes with 50 metres of cabling.



All services are bound by our Master Terms of Service, which can be found on our website [www.herotel.com](http://www.herotel.com).

SECTION  
**E****MANDATORY RICA REGISTRATION DOCUMENTS**

The following additional information/ documents are required in accordance with RICA legislation

Individual Applicant (Drivers Licence not accepted)	Please supply the following documents: • Certified copy of your ID document.	Business Applicant (Drivers Licence not accepted)	Please supply the following documents: • Certified copy of business registration or company letterhead. • Certified copy of representative's ID document.
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SECTION  
**F****DEBIT ORDER MANDATE**

This section is for Monthly Recurring Products only.

Account Holder Name		Type of Account	
Bank Name		Monthly Debit Order Date	1st <input type="checkbox"/> 16th <input type="checkbox"/> 26th <input type="checkbox"/>
Branch Code		Bank Account Number	

**BENEFICIARY DETAILS**

Abbreviated Name	HEROTEL	Bank Name	FIRST NATIONAL BANK	Branch	250655
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**A. Authority**

This signed Authority and Mandate refers to contract dated / / 202 ("the Agreement").

I/We hereby authorise you to issue and deliver payment instructions for my monthly commitment due to the respect of Internet Connectivity, as well as any other amounts e.g. for extra services to your Banker for collection against my/our above-mentioned account at my 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 will never exceed my/our obligations as agreed to in the Agreement and commencing on and continuing until this Authority and Mandate is terminated by me/us by giving you notice in writing of not less than 20 (twenty) ordinary working days, and sent by prepaid registered post or delivered to your address as indicated above. If the payment day falls on a Sunday, or a recognized South African public holiday, the payment day will automatically be the very next ordinary business day.

Please note that the amount debited monthly may vary based on the service provided and amount charged per service item.

I/We understand that the withdrawal hereby authorised will be processed through a computerised system provided by the South African Banks. I also understand that details of each withdrawal will be printed on my Bank statement. Such must contain a number, which must be included in the said payment instruction and if provided to me should enable me to identify the Agreement. This number must be added to the form in Section H before the issuing of any payment instruction.

**B. Mandate**

I/We acknowledge that all payment instructions issued by you shall be treated by my/our above-mentioned Bank as if the instructions have been issued by me/us personally.

**C. 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 pay any refund amounts which you have withdrawn while this Authority was in force, if such amounts were legally owing to you.

If the service is cancelled within 12 months the full amount will be charged for the free installation and free to use router, the router is the property of Herotel and needs to be returned. The client will be liable for the cost of repairing or replacing the Router in case of fire, theft, or any form of negligence.

**D. Assignment**

I/We acknowledge that this Authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to a third party, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

SECTION  
**G****DECLARATION**

I confirm that I have read and understood the terms of service that can be found at [https://www.herotel.com/master\\_service\\_terms/](https://www.herotel.com/master_service_terms/)

I accept and have read the debit order mandate

I consent to receive promotional information about your products and services.

I hereby confirm that all above completed information is accurate, I acknowledge that my service is bound by the Herotel master terms of service. (Customer Signature).

SECTION  
**H****CUSTOMER QUESTIONNAIRE**

Do you have an existing LAN Network?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If renting or MDU, has owner or Body Corporate consent been obtained?	Yes <input type="checkbox"/> No <input type="checkbox"/>
How many floors does the building have?		How many devices will be connecting to the Wi-Fi?	
Where does the Wi-Fi signal need to be the strongest?			
Smart TV's, PC's or DSTV units that should be connected via LAN? List:			
Who referred you to us?			



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