

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		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	

The Computer Hut CC

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.
- 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 which 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?

INSTALLATION CHARGE and INVOICING

Once we receive your Application Form, we will E-mail or Fax to you your Installation Invoice – we require

This amount to be deposited to our account prior to scheduling your installation. Please see Pg. 3/4 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.

BANKING DETAILS FOR YOUR REFERENCE:

Banking Details:

Name of Account : **THE COMPUTER HUT**
Bank : **ABSA**
Account Number : **4085327445**
Branch Number : **632005**

Monthly Subscription

Capped Packages:

Package Type	Download/ Upload (kbps)	Price	Top-up Pricing Per GB	Mark With X
512kbps Capped	512/512kbps (10GB Cap)	R100.00 p/m	R20.00	
1024kbps Capped	1024/512kbps (20GB Capped)	R250.00p/m	R20.00	
2048kbps Capped	2048/512kbps (10GB Capped)	R250.00p/m	R30.00	
2048kbps Capped	2048/512kbps (20GB Capped)	R300.00p/m	R30.00	
2048kbps Capped	2048/512kbps (40GB Capped)	R400.00p/m	R30.00	
Speed may not be possible for entry level and older equipment				
4096kbps Capped	4096/1024kbps (10GB Capped)	R350.00p/m	R50.00	
4096kbps Capped	4096/1024kbps (20GB Capped)	R400.00p/m	R50.00	
4096kbps Capped	4096/1024kbps (30GB Capped)	R500.00p/m	R50.00	
10Mb Capped	10240/1024kbps (10GB Capped)	R450.00p/m	R50.00	
10Mb Capped	10240/1024kbps (20GB Capped)	R600.00p/m	R50.00	
10Mb Capped	10240/1024kbps (30GB Capped)	R700.00p/m	R50.00	

Pensioner:

512kbps Capped	512/512kbps (20GB Cap)	R150.00 p/m	R15.00	
1024kbps Capped	1024/512kbps (10GB Capped)	R170.00p/m	R20.00	
1024kbps Capped	1024/512kbps (30GB Capped)	R250.00p/m	R20.00	
2048kbps Capped	2048/512kbps (15GB Capped)	R250.00p/m	R30.00	
2048kbps Capped	2048/512kbps (40GB Capped)	R400.00p/m	R30.00	
Speed may not be possible for entry level and older equipment				
4096kbps Capped	4096/1024kbps (25GB Capped)	R400.00p/m	R40.00	
4096kbps Capped	4096/1024kbps (60GB Capped)	R600.00p/m	R40.00	

Prepaid Data: Valid for 12 months

Package Type	Download/ Upload (kbps)	Price	Mark With X
512kbps Capped	512/512kbps (100GB Cap)	R600.00	
512kbps Capped	512/512kbps (200GB Cap)	R1000.00	
1024kbps Capped	1024/512kbps (100GB Capped)	R950.00	
1024kbps Capped	1024/512kbps (200GB Capped)	R1400.00	
2048kbps Capped	2048/512kbps (100GB Capped)	R1300.00	
2048kbps Capped	2048/512kbps (200GB Capped)	R1900.00	
Speed may not be possible for entry level and older equipment			
4096kbps Capped	4096/1024kbps (100GB Capped)	R2100.00	
4096kbps Capped	4096/1024kbps (200GB Capped)	R2900.00	



Uncapped Home Packages:

Line Download Speed	Home (100Gb) 512kb upload speed	Premium (200Gb) 512kb upload speed	Pro (500Gb) 1024kb upload speed
1Mb	R300	R450	R600
2Mb	R450	R600	R850
4Mb	R700	R900	R1 200
10Mb	R1 200	R1 600	R2000

Home Packages has high contention ratio.

Fair Usage Policy applies to Home/premium/pro uncapped packages, total traffic (Upload and Download)

Static public IP Address = R50



Uncapped Business Packages:

Business Packages (Advanced installation required) Included static public IP address			
Business 1024kb Uncapped Unshaped	1024/1024 kbps	R700.00 p/m	
Business 2048kb Uncapped Unshaped	2048/2048 kbps	R1000.00 p/m	
Business 4096kb Uncapped Unshaped	4096/2048 kbps	R2000.00 p/m	
Business 10 240kb Uncapped Unshaped	10 240/2048 kbps	R2500.00 p/m	
Business Packages 4:1 contention ratio and <u>Includes Business Support</u> Fair Usage Policy Business uncapped= 500 GB of total traffic (Upload and Download)			

CCTV Packages:

Better Upload Speed for CCTV, Included static public IP address			
1024 Upload 1024kb Download	200GB	R500.00 p/m	
2048 Upload 1024kb Download	200GB	R700.00 p/m	
4096 Upload 1024kb Download	200GB	R1000.00 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. *Soft capping 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.



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>		R1 650.00
With Access Point <i>(300Mb Wi-Fi point in home)</i>		R450
With High Power Access Point <i>(300Mb Wi-Fi point in home)</i>		R700
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>		R2 500.00
With Access Point <i>(300Mb Wi-Fi point in home)</i>		R450
With High Power Access Point <i>(300Mb Wi-Fi point in home)</i>		R700
Depending on installation requirements – most installations will be at basic charge		
CLIENT’S SIGNATURE:	TOTAL	R

PRO Installation (Stanford to Pearly Beach)		Unit Price Total
Recommended for 4mb and faster connections, better signal quality		
Advanced Equipment & Installation Combo <i>(30DB Dual polarization client Radio, brackets/mast, 30m cable, callout and labour. (Radio is rust resistant)</i>		R3 500.00
With Access Point <i>(300Mb Wi-Fi point in home)</i>		R450
With High Power Access Point <i>(300Mb Wi-Fi point in home)</i>		R700
Depending on installation requirements – most installations will be at basic charge		
CLIENT’S SIGNATURE:	TOTAL	R

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 08:30 to 17:30.

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