

Business Subscriber Agreement

Go Connect OFFICE USE

Customer ID:

Date Received:

COMPANY INFORMATION

Registered Company Name:

Trading Name:

CK No:

VAT Number:

BUSINESS ADDRESS

Installation Address:

Suburb:

City / Town:

Postal Code:

Site Contact Person:

Contact Person Tel:

TECHNICAL CONTACT DETAILS

Contact Name:

Designation:

Business Hours
Contact No:

Mobile:

E-mail Address:

PRIMARY CONTACT DETAILS

Contact Name:

Designation:

Business Hours
Contact No:

Mobile:

E-mail Address:

RICA DOCUMENTATION:

Please attach the following documents:

- ☐ Copy of Company Registration
- ☐ Copy of company director ID Document
- ☐ Proof of Address



signature

SERVICE PACKAGES

Service:

☐

24 Month Contract

☐

Fibre

☐

Wireless

☐

I would like to insure my wireless equipment for R50 a month excluding VAT

Package Options:

☐

GO 2Mbps*

☐

GO 20Mbps

☐

GO 200Mbps

☐

GO 4Mbps*

☐

GO 50Mbps

☐

GO 10Mbps

☐

GO 100Mbps

Monthly
Installment:

Inclus. VAT

*2Mbps & 4Mbps only available on Wireless Internet Services

VoIP Services*:

☐

I would like to subscribe for VoIP services.

☐

prepaid

☐

postpaid

☐

I would like my number to be ported.

Monthly
Credit Limit:

*Once off porting fee & call usage rates do apply

☐

Standard Installation once off cost (tick acceptance of standard installation charge)

Standard Installation includes:

1. Physical installation of the fibre equipment.
2. Use of the Fibre router for the duration of the contract term.
3. Cable run from the street into a single point inside the client's premises.
4. Technical support for the setup and configuration of devices. (1 hour inclusive)

Standard installation excludes:

1. Additional network points.
2. Additional distribution of wireless network.
3. Additional on-site technical support (Configuration of additional devices & printers).
4. Onsite technical labour is charged @R550 per hour, excluding VAT.

Installation:

Note:

1. Contention Ratio is 1:5.
2. Torrents are shaped during business hours or when network is strained.
3. 1x Static IP will be provided.
4. Additional static IP's are charged @R125 excluding VAT unless otherwise stated.
5. 2U's of free space are required in your server cabinet.
6. All services provided will be deemed to be in good working order until such time as fault is reported and a support ticket is logged by the client to support@goconnect.co.za.
7. Debit order mandatory for monthly service fees.
8. Pricing of packages are inclusive of VAT.

Once off
Installation Fee:

Excl. VAT

SUPPORT DETAILS

Business Hours:

Monday to Friday 08h00 to 17h00 (Excludes public holidays)

Contact:

Tel: 086 999 0560

E-mail: support@goconnect.co.za

After Hours:

Monday to Friday 17h00 to 22h00

Saturday, Sunday & Public Holidays 08h00 – 22h00

Contact:

Tel: 086 110 1365

E-Mail: support@goconnect.co.za

I/We _____ (print name), the undersigned confirm the accuracy of the information contained in this application and warrant that I am/we are duly authorised to sign on behalf of the Subscriber. Upon signature hereof I/we acknowledge that I/we have read, understood and agree to be bound by the Standard Go Connect Terms and conditions attached which is relevant to the services rendered in terms of this agreement.

Signed for on behalf of the Subscriber, at _____ (location):

Subscriber Signature

Date

Name and Designation

ID Number

Signed for on behalf of Go Connect (for final acceptance), at _____ (location):

Go Connect Signature

Name and Designation

Date

Go Connect Ops Sign Off

Go Connect Finance Sign Off

Print Name

Date

Print Name:

Date

Client Account Details - Go Connect OFFICE USE

TMS Customer Name:

TMS Email Address:

Debit Order Request Form

NAME: _____ CONTACT NUMBER: _____

BILLING ADDRESS: _____

DEBIT AMOUNT: _____ IN WORDS: _____

COMMENCEMENT MONTH: _____ ON THE ☐ 1ST OR ON THE ☐ 26TH MONTHLY

The details of my/our account to be debit on a monthly basis are as follows:

BANK: _____ BRANCH NAME: _____

BRANCH NO: _____ ACCOUNT NAME: _____

ACCOUNT NUMBER: _____

TYPE OF ACCOUNT: (Cheque, savings, Current, Transmission etc.): _____

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorise 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, with exception to voice calls 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 authorised to be issued must be issued and delivered as follows:

On the ☐ 1ST or on the ☐ 26TH day of each and every month commencing on _____ (Month).

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;

I / We understand that the withdrawals hereby authorised 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.

Authorised Signature

Date

Name and Designation

ID Number



Acceptable Use Policy

This Acceptable Use Policy ("AUP") specifies the actions prohibited to users of the network and systems ("infrastructure") of Go Communication Network (Pty) Ltd ("Go Connect") and its subsidiaries. Users are required to adhere to this policy without exception.

The terms "User", "Subscriber" and "Customer" are used interchangeably.

1. LAWS AND REGULATIONS

1.1. Go Connect's infrastructure may be used only for lawful purposes. Users may not violate any applicable laws or regulations of South Africa within the territory of South Africa. Should the user reside outside of South Africa, the laws of the country in which the user resides shall apply.

1.2. Transmission, distribution or storage of any material on or through the infrastructure in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secrets or other intellectual property right used without proper authorisation, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

2. THE NETWORK

2.1. The user acknowledges that Go Connect is unable to exercise control over the content of the information passing over the infrastructure and the Internet, including any websites, electronic mail transmissions, news groups or other material created or accessible over its infrastructure. Therefore, Go Connect is not responsible for the content of any messages or other information transmitted over its infrastructure.

2.2. Go Connect's infrastructure may be used to link into other networks worldwide and the user agrees to conform to the acceptable use policies of these networks.

2.3. The user may obtain and download any materials marked as available for download off the Internet but is not permitted to use its Internet access to distribute any copyrighted materials unless permission for such distribution is granted to the user by the owner of the materials.

2.4. The user is prohibited from obtaining and/or disseminating any unlawful materials, including but not limited to stolen intellectual property, child pornography, and/or any unlawful hate-speech materials.

3. SYSTEM AND NETWORK SECURITY

3.1. All references to systems and networks under this section includes the Internet (and all those systems and/or networks to which user is granted access through Go Connect) and includes but is not limited to the infrastructure of Go Connect itself.

3.2. The user may not circumvent user authentication or security of any host, network, or account (referred to as "cracking" or "hacking"), nor interfere with service to any user, host, or network (referred to as "denial of service attacks").

3.3. Violations of system or network security by the user are prohibited and may result in civil or criminal liability. Go Connect will investigate incidents involving such violations and will involve and will co-operate with law enforcement officials if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following:

3.3.1. Unauthorised access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of any system or network or to breach security or authentication measures without the express authorisation of Go Connect.

3.3.2. Unauthorised monitoring of data or traffic on the network or systems without express authorisation of Go Connect.

3.3.3. Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks.

3.3.4. Forging of any TCP-IP packet header (spoofing) or any part of the header information in an email or a newsgroup posting.

4. FAIR ACCESS POLICY

4.1. To help ensure that all users have fair and equal use of the service and to protect the integrity of the network, Go Connect reserves the right, and will take necessary steps, to prevent improper or excessive usage thereof, the action that Go Connect may take includes, but is not limited to:

4.1.1. Limiting throughput

4.1.2. Preventing or limiting service through specific ports or communication protocols; and/or

4.1.3. Complete termination of service to users who grossly abuse the network through improper or excessive usage.

4.2. This policy applies to and will be enforced for intended and unintended (e.g., viruses, worms, malicious code, or otherwise unknown causes) prohibited usage.

4.3. Online activity will be subject to the available bandwidth, data storage and other limitations of the service provided, which Go Connect may, from time to time, revise at its own discretion and without prior notice to the customer. Acceptable Use Policy

5. EMAIL USE

5.1. It is explicitly prohibited to send unsolicited bulk mail messages ("junk mail" or "spam") of any kind (commercial advertising, political tracts, announcements, etc.). This is strongly objected to by most Internet users and the repercussions against the offending party and Go Connect can often result in disruption of service to other users connected to Go Connect; forward or propagate chain letters nor malicious e-mail; send multiple unsolicited electronic mail messages or "mail-bombing" to one or more recipient; sending bulk electronic messages without identifying, within the message, a reasonable means of opting out from receiving additional messages from the sender; using redirect links in unsolicited commercial e-mail to advertise a website or service;

5.2. Maintaining of mailing lists by users of Go Connect is accepted only with the permission and approval of the list members, and at the members' sole discretion. Should mailing lists contain invalid or undeliverable addresses or addresses of unwilling recipients those addresses must be promptly removed.

5.3. Public relay occurs when a mail server is accessed by a third party from another domain and utilised to deliver mails, without the authority or consent of the owner of the mail-server. Users' mail servers must be secure against public relay as a protection to both themselves and the Internet at large. Mail servers that are unsecured against public relay often become abused by unscrupulous operators for spam delivery and upon detection such delivery must be disallowed. Go Connect reserves the right to examine users' mail servers to confirm that no mails are being sent from the mail server through public relay and the results of such checks can be made available to the user. Go Connect also reserves the right to examine the mail servers of any users using Go Connect mail servers for "smarthosting" (when the user relays its mail off a Go Connect mail server to a mail server of its own) or similar services at any time to ensure that the servers are properly secured against public relay. All relay checks will be done in strict accordance with Go Connect's policy of preserving customer privacy.

6. COMPLAINTS

6.1. Upon receipt of a complaint, or having become aware of an incident, Go Connect reserves the right to:

6.1.1. Inform the user's network administrator of the incident and require the network administrator or network owner to deal with the incident according to this AUP.

6.1.2. In the case of individual users suspend the user's account and withdraw the user's network access privileges completely.

6.1.3. Charge the offending parties for administrative costs as well as for machine and human time lost due to the incident.

6.1.4. In severe cases suspend access of the user's entire network until abuse can be prevented by appropriate means.

6.1.5. Share information concerning the incident with other Internet access providers, or publish the information, and/or make available the users' details to law enforcement agencies. Any one or more of the steps listed above, insofar as they are deemed necessary by Go Connect in its absolute and sole discretion, may be taken by Go Connect against the offending party. All cases of violation of the above Acceptable Use Policy should be reported to info@goconnect.co.za.