SUBSCRIPTION AGREEMENT



| Subscriber Details | | | | | | |
|---------------------|--|---|--|--|--|--|
| Name & Surname | | Name of relative or acquaintance (not residing at the installation address below) | | | | |
| Contact Number | | Nature of acquaintance (e.g. friend, partner, parent, etc.) | | | | |
| Email Address | | Contact Number of above acquaintances | | | | |
| ID / Passport No. | | Installation Address | | | | |
| Country Issued | | | | | | |
| Control Description | | | | | | |

Service Required (please indicate)

| Туре | Once Off | | Sp | Speed | | Monthly cost | | | Office Use | | | |
|------|----------|--|-------|-------|-------|--------------|--|--|------------|--|----------|--|
| | Install | | Speed | | Speed | | | | ISP | | Contract | |
| | Cost | | down | | Up | | | | | | Duration | |

Please Note:

- Bandwidth is uncapped and unshaped
- Netflix and YouTube prioritized
- Voice channels are allowed
- The installation fee is once off fee that cover the labor but not the hardware, hardware supplied by Future Fibre remains the property of Future Fibre
- Installation will commence only upon full payment of the installation fee if applicable.
- The subscriber will be liable for losses incurred by Future Fibre due to the direct or indirect damage of installed hardware.
- Future Fibre cannot change the configuration of the router, if special port or directives are required, these may be requested. Any such request may be denied for technical reasons or negative influence on network connectivity.
- All callouts for technical support will be for Future Fiber's account but if it was reported that the fault was due to negligence or for non-network related issue the account will be for the signatures.
- All applications are for the residence account and not for the owner unless the owner is the resident.
- Cancellation of the service is subject to a calendar month notice period
- Contracts, unless otherwise stipulated, will be on a month-to-month basis
- All hardware remains the property of Future Fibre
- Payment:
- o A Netcash Debit Order is available as a separate form supplied by Netcash, a member of the FSB.
- Failed Debit Orders will be subject to a R65 Administration fee prior resubmission on the 10th. A Second failure will
 result in client removed from Debit order list.
- All EFT payments are to be affected before or on the first of each month.
- Any account unpaid on the morning of the 5th will be suspended and all account still overdue on the 7th will be charged a R255 reconnection fee.
- o Service will only be resumed after Proof of Payment has been received.
- The subscriber will be held responsible for any and all outstanding debt, as well as costs incurred in recovering outstanding fees.
- $\circ \qquad \text{Installation will only commence upon full payment of the installation fee} \\$

This subscription agreement is for a Internet to the home service and not for business service. Should the service be applied for income generation or any other business application, Future Fibre Installations (Pty) Ltd will not be liable for loss of income, directly or indirectly as a result of interruptions in service connectivity.

Future Fibre Installations (Pty) Ltd will do everything in its power to reduces any downtime to an absolute minimum.

| Payment Method (please indicate) | | | | | | | |
|----------------------------------|--|-----|--|--|--|--|--|
| Debit Order | | EFT | | | | | |



Initial:

SUBSCRIPTION AGREEMENT PAYMENT DETAIL



Subscriber Bank Details

Please complete below, and the attached "Authority and Mandate for payments Instruction: Electronic and Written Mandates" to instruct Future Fibre to initiate monthly debit orders. Debit orders may not be initiated without the relevant mandate form completed.

FIRST PAYMENT

The first payment to Future Fibre will include:

- the full installation fee if applicable.
- the pro-rata subscription billing for the month in which the installation took place.
- the first full month subscription fee, which is billed in advance

| Account Holder | Account Type | |
|----------------|----------------|--|
| Bank Name | Account Number | |
| Branch Name | Branch Number | |

Please debit my bank account as shown above, in favor of Future Fibre (Pty) Ltd, with the total amount owing by me, as specified in the completed and signed Authority and Mandate for payments Instruction: Electronic and Written Mandates, attached hereto.

| DECLARATIO |)N | | | | | | | |
|--|---|--|-------|--|--|--|--|--|
| Please read and sign this declaration: | | | | | | | | |
| Activation and billing will commence upon the successful installation. | | | | | | | | |
| I have selected the | I have selected the indicated product package and understand the service I will be receiving. I declare that the information supplied by me herein, is true and | | | | | | | |
| correct. | | | | | | | | |
| I understand that | the conclusion of an agreement with Future Fibre Installation | ons, may be subject to credit vetting. | | | | | | |
| I warrant that I ha | ve the contractual capacity and/or are duly authorized to e | nter into this agreement with Future Fibre Installations (Pty) Ltd for the | above | | | | | |
| service. | | | | | | | | |
| | | Signature: | | | | | | |
| Print Name: | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| Date: | | | | | | | | |
| | | | | | | | | |
| FOR OFFICE | USE | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

