

## HEATZONE SERVICE APPLICATION

All service agreements are payable in advance by Debit Order

### Subscription Options:

Up-to (Maximum) Speed		
<input type="checkbox"/> 100Mb/s @ R995 / month	<input type="checkbox"/> 50Mb/s @ R545 / month	<input type="checkbox"/> 20Mb/s @ R395 / month
<b>Installation Fee: R500</b> Payable by EFT, cash or credit card at or before installation together with any pro rata subs from installation date, plus router purchase if required.	<b>Router:</b> <input type="checkbox"/> I will supply my own router - make and model _____ <input type="checkbox"/> Please supply me with an appropriate router (payment with installation fee)	

### SUBSCRIBER DETAILS – COMPLETE ALL SECTIONS IN FULL

Name and Surname: \_\_\_\_\_

ID Number: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Years at Current Address: \_\_\_\_\_ Own or Rent this property? \_\_\_\_\_

If renting: Have you obtained written permission for the installation? \_\_\_\_\_

Landlord name and contact number if renting: \_\_\_\_\_

### TRADE / CREDIT REFERENCES

Company	Contact No	Account No
Company	Contact No	Account No
Company	Contact No	Account No

I, the undersigned..... (Name & surname) do hereby authorise the financial institution appointed by Cape Connect Internet (Pty) Ltd to conduct credit checks on my profile in order to conduct a complete financial analysis of my affairs, for the purposes of providing me with internet services. Furthermore, I hereby consent to the financial institution sharing such analysis with Cape Connect Internet (Pty) Ltd. I hereby certify that the details in this application are true and confirm that I am not an unrehabilitated insolvent or subject to any debt arrangement or administration order. I hereby acknowledge that the information is given for the purpose of determining credibility and understand that my application may be declined without reason or explanation.

I agree to the terms and conditions laid out by Cape Connect Internet (Pty) Ltd appearing on the second page of this form, as well as those listed on the heatzone.cc and cape-connect.com websites .

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please email this form to [apply@cape-connect.com](mailto:apply@cape-connect.com) with the following documents:

- A copy of your ID, Passport or Driver's Licence
- Signed Debit Order form
- Proof of Bank Account
- Copy of lease or proof of ownership of the property

Cape Connect Internet (Pty) Ltd  
 P O Box 2823  
 Somerset West 7129  
 Tel 021-300-1000  
 Fax 086-645-0552  
 Email [info@cape-connect.com](mailto:info@cape-connect.com)

# HEATZONE CONTRACT TERMS

## CONTRACT PERIOD TERMS

This is a 12 month contract, the terms of which are binding and will be enforced to the full extent of the law. The contract runs from the end of the calendar month indicated in the signature line on Page 1 and concludes at the end of the calendar month 12 months from that date. The service speed may be upgraded during this contract period, but not downgraded.

Initial: \_\_\_\_\_

## BILLING AND PAYMENTS

This contract is linked to a monthly debit order. It is the subscriber's responsibility to ensure that there are sufficient funds in the account on the date chosen by the subscriber on the debit order form attached. The first debit order will be a pro rata for the month of installation PLUS the subs for the following calendar month. All monthly payments are for the calendar month ahead. Should a debit order be returned unpaid, a R50 unpaid fee will be invoiced for immediate payment with the returned amount. Any overdue amount will be subject to interest. Any debit order that runs on the 15<sup>th</sup> of the month or later is for the following calendar month and not the current month.

If the debit order is returned unpaid twice in a row, the Payments Association of South Africa will cancel the debit order facility. Should this occur, the subscriber will immediately be billed for the full value of the contract and our equipment will be de-installed. The client will be required to pay the full value invoice plus any outstanding balance on the account by the end of that calendar month or face legal action.

Initial: \_\_\_\_\_

## SERVICE DELIVERY

This is a best-effort wireless service. There is no Service Level Agreement associated with this service, nor is there guaranteed uptime. The Heatzone product is a high-latency low cost short range product that is not suitable for gamers. We do not guarantee reliable connections to third-party or streaming services, as their servers and networks are beyond our network and out of our area of control. All speeds listed are an up-to speed (maximum speed).

Initial: \_\_\_\_\_

## SUBSCRIBER OBLIGATIONS

The subscriber is required to provide surge protection for all installed equipment. Should any damage occur to any installed equipment after installation sign-off, the subscriber is liable for the full replacement cost of this. The antenna, pole, cables and power supply remain the property of Cape Connect Internet (Pty) Ltd. The subscriber will purchase a router from Cape Connect or supply their own appropriate router, as per their application for service. Replacement of this router is for their cost if required.

Initial: \_\_\_\_\_

## SUPPORT

The subscriber acknowledges receipt of information regarding to our support procedure and agrees to subscribe to our Telegram Notifications Channel in order to stay abreast of any network related information that may affect their service. The subscriber will further follow our published support procedure to report any issues with their connection after installation. A call out fee will be charged for any on site technician visits, to be paid by the subscriber immediately.

Initial: \_\_\_\_\_

## TERMINATION

Early termination of this service will incur a pro rata invoice equivalent to the remainder of the contract. Once the 24 month contract has been concluded, the client service will automatically revert to a calendar month's notice service, at the same monthly cost. A full calendar month notice is required for cancellation after the 12 month period concludes, requested in writing to [accounts@cape-connect.com](mailto:accounts@cape-connect.com). At the end of the notice period we will de-install our equipment.

Initial: \_\_\_\_\_

**I, the subscriber, acknowledge that I have read and understand the terms of this contract as listed above, as well as the Terms and Conditions of Subscription (Acceptable Use Policy) and the Wireless Rental terms as listed on the [www.heatzone.cc](http://www.heatzone.cc) and [cape-connect.com](http://cape-connect.com) websites. I confirm my acceptance of these terms.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**STRATCOL USER NO: 9799**  
**STRATCOL USER NAME: Cape Connect**  
**STRATCOL ABBREVIATED NAME: CCINTERNET**  
*(This will be the name appearing on your Bank statement)*  
**STRATCOL USER PHYSICAL ADDRESS:**  
**27 on Delson, Somerset Business Park**  
**Somerset West 7130**



### DEBIT ORDER AUTHORISATION

#### ACCOUNT HOLDER (DEBTOR) INFORMATION:

ID Number / Registration Number: \_\_\_\_\_

Name & Surname / Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ Code \_\_\_\_\_

Contact Details: \_\_\_\_\_ (Home) \_\_\_\_\_ (Mobile) \_\_\_\_\_ (Work)

If Company / CC, Name of Person(s) signing this: \_\_\_\_\_

Account Holder Name: \_\_\_\_\_ Bank: \_\_\_\_\_

Branch / Code: \_\_\_\_\_ Account Number: \_\_\_\_\_

Account Type:     If "Other" supply details: \_\_\_\_\_

#### COLLECTION INSTRUCTION:

Interval:

**Recurring transactions:** CONTINUE INDEFINATELY UNTIL CANCELLED BY DEBTOR? YES  NO

1<sup>st</sup> Collection (pro rata from activation) & Recurring Day of Month thereafter, for the month in advance (circle one)

1<sup>st</sup>      15<sup>th</sup>      25<sup>th</sup>      27<sup>th</sup>      Last day of month

R \_\_\_\_\_ (Amount)

I / We, the above mentioned and undersigned, hereby authorise StratCol to collect by debit order from the above mentioned bank account, all amounts due in terms hereof and to pay same to the Stratcol User above.

(I confirm that I / we are the person(s) with signature authority as registered with my / our bank).

SIGNATURE (1): \_\_\_\_\_ SIGNATURE (2): \_\_\_\_\_ DATE: \_\_\_\_\_

#### AGREEMENT

I/we hereby authorise STRATCOL to issue and deliver payment instructions to my / our banker for collection against my/our abovementioned account at my/our abovementioned bank.

#### OFFICE USE ONLY

EFT  NAEDO

Client reference number: \_\_\_\_\_ Abbreviated Name: \_\_\_\_\_

NAEDO TRACKING (Please circle): `1D/ 2D/ 3D/ 4D/ 5D/ 6D/ 7D/ 8D/ 9D/ 10D/ 14D/ 21D/ 32D

The individual payment instructions so authorised to be issued, must be issued and delivered according to the abovementioned interval on the date when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not differ as agreed to in terms of the Agreement.

The payment instructions so authorised to be issued, must carry a number, which number must be included in the said payment instruction and if provided to me / us should enable me / us to identify the agreement on my / our bank statement. The said number should be added to this form on page 1 under client reference number, before the issuing of any payment instruction and communicated to me / us directly after having been completed by me / us.

I/we agree that the first payment instruction will be issued and delivered as per collection instruction.

If however, the date of the payment instruction falls on a non-processing day (weekend or public holiday), I / We agree that the payment instruction may be debited against my / our account on the following or previous business day.

**NAEDO**

Allows for tracking of dates to match with flow of Credit at no additional cost to myself / ourselves. I / We authorise the originator to make use of the tracking facility as provided for in the EDO system at no additional cost to myself / ourselves.

Subsequent payment instructions will continue to be delivered in terms of this authority until the obligations in terms of the Agreement have been paid or until this authority is cancelled by me / us by giving the Stratcol User notice in writing of not less than the interval (as indicated on the Authorisation) and sent by prepaid registered post or delivered to his / her / its address indicated above.

**MANDATE**

I / we acknowledge that all payment instructions issued by the Stratcol User shall be treated by my / our abovementioned 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 also understand that I / we cannot reclaim amounts, which have been withdrawn from my / our account (paid) in terms of this authority and mandate if such amounts were legally owing to the Stratcol User.

**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 that third party.

SIGNED AT \_\_\_\_\_ ON THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_\_\_\_.

SIGNATURE(S) AS USED FOR OPERATING ON THE ACCOUNT

\_\_\_\_\_