

Webstorm

Subscriber Agreement
Starter - ADSL

Reseller:

Subscriber Details:

Name: _____

Trading As: _____

Company Name: _____

Reg. Number / ID: _____

VAT Number: _____

Contact Person: _____

Cell: _____ / _____

Email (accounting and custodian of username & passwords)
_____@_____.____.____

Tel : (____) _____ Fax: (____) _____

Physical Address: _____

_____ Code: _____

Postal: _____
_____ Code: _____

Terms:

Kindly note that, should the limit on the selected package be reached, the service will NOT continue. Rates of out of bundle Data are charged at ADSL rates as per www.webstorm.co.za. Consumers are advised to manage the amount of Data consumed as Webstorm cannot be held accountable for this. Data bundles not consumed during the month do NOT carry over. Cancellation of services requires a full calendar month notice in writing.. Please note that all prices include VAT. Access details will be emailed to the email address indicated on this agreement.

Services will be suspended should the monthly subscription fee not be paid within 7 (seven) days from the due date as stipulated in the Terms here under. Resumption of services will only occur once all arrears are settled and all debit order information is current. Subscription fees are payable in advance and no Pro-rata payments are catered for. Webstorm reserves the right to terminate services unilaterally without providing reasons for such termination. Subscription is payable monthly in advance on or shortly after the 1st day of the month

Declaration and Instruction:

On the acceptance of this subscriber agreement by Webstorm, I/we hereby request and instruct Webstorm to debit my/our bank account as detailed here under with all amounts becoming due on a monthly basis and to continue uninterrupted until this debit order is cancelled in writing and in accordance with all terms and conditions relating to this agreement. I/we have read and understood and agree to be bound by the conditions of this agreement and declare that the information given is true and correct. I/we hereby consent to Webstorm doing a credit check for vetting this agreement. I/we agree to pay any penalties or bank charges that may be incurred due to a debit order not being honoured.

Banking Detail:

Account Name: _____

Bank Name: _____

Type of Account: Cheque Saving Transmission

Account Number: _____

Branch Name & Code: _____ / _____

Authorised Signature: _____

Date: _____ / _____ / _____

Please supply copy of ID & Letter Head if subscriber is a company.

ADSL Starter Package (Per Month)

Data Bundle	Up To	Select
300MB	384 Kbps	R169.00

One off activation fee: R149.00
(Billed with 1st month debit order)

Included:

ADSL Modem (network locked)
Telkom ADSL line rental portion (R152pm)
Data bundle as selected above (top-up available)

Additional:

POTS Filter R 65.00

Optional:

On-Site delivery and installation (R275/hr Dbn.)
(Rates available for any national installation)

Upgrade to a Wireless Modem @ R550.00 once off ?
(will be included in the 1st debit order)

Will you require extra cabling ?
(quote required for more than 3 meters)

IMPORTANT:

Please complete and sign both pages.

Webstorm (Pty) Ltd

Call Centre: 086 1101 527
Call Centre Fax: 086 522 6989
Support mail: support@webstorm.co.za
Accounts mail: accounts@webstorm.co.za
Postal Address: P.O. Box 10444, Ashwood,
3605
Website: www.webstorm.co.za
Co. reg. no. 2006/037291/07
Vat Number: 4230218069
Vans: VLS 40/0216

I request and authorise Webstorm to apply for ADSL on my current Telkom Line (____) _____

This line is under the following name with Telkom : _____

This line is not connected to a PABX and is NOT a Pre-Paid Telkom line. (Lines connected to a PABX needs to be removed from the PABX. Pre-Paid Lines must be converted to standard Telkom monthly rental lines by the client.)

OR

I request and authorise Webstorm to migrate ownership of my current Telkom ADSL line portion to the Webstorm Wholesale account with Telkom. The line number is: (____) _____ and , this line

is under the following name with Telkom : _____

Name: _____

Surname: _____

Signature of the authorised applicant: _____ →

Terms and conditions:

Upon suspension of services by Webstorm, clients will have 30 days in which all arrears on account must be settled failing to comply will result in Webstorm cancelling the ADSL portion of the associated Telkom line with Telkom and the client will liable for all costs incurred until date of formal cancellation by Telkom. Such cancellation cannot be reversed and will result in a new application for ADSL service should clients require the ADSL service to be restored. In the event where Telkom suspends or cancel services on the clients Telkom line, the client will inform Webstorm of his/ her intentions as Webstorm will continue billing the clients until formal cancellation is received according to standard cancellation procedures.

Due to the nature of this product you will initially be billed for a full month regardless of the activation date.

ADSL Router/modem is returnable to Webstorm if the service is terminated within the first 6 months from activation of the service.

Upgrading of packages will be allowed from the 1st day of the month following the upgrade request. Downgrading of packages require a calendar month notice.

All prices are subject to change

NB: The above pricing is in addition to your existing telephone line rental and calls, and will not appear on your Telkom invoice. Telkom will invoice you directly for the Analogue portion of the line and voice calls whilst Webstorm will invoice you separately for the ADSL package that includes the ADSL line rental.

Please note: Provisioning of the ADSL line does not include the setup of PC's or LAN's. Should this be required a separate quote may be requested. Call out fees will be levied at the ruling rates should a technician establish that reported problems are caused by 3rd party equipment and or software.

Webstorm will endeavour to meet the benefits described. Subscribers to this service agree that Webstorm and its employees and management will not be held responsible for matters not within their control. Subscribers furthermore agree that service measurements will only apply to service requests that are logged and ticket numbers obtained from the Webstorm call centre and that the logging of such requests will only be done during the operational times of the call centre during week days.

The client, by signing this document agrees that the provision of Telkom's ADSL access service is subject to Telkom's standard terms and conditions available at all Telkom's Customer Service Branches. Webstorm and Telkom accepts no liability for any loss or damages to the property or equipment of the customer arising out of the provision, installation or maintenance of Telkom's ADSL access service as provisioned by Webstorm. Webstorm cannot guarantee the provision of the requested service upon the receipt of a written or electronic order. You will be formally notified after receipt of an written or electronic order on whether or not the ADSL access service can be provided. The provision of Telkom's ADSL access service is subject to network availability, distance, copper quality and line sync speed limitations. Webstorm would therefore advise you not to purchase an ADSL modem or upgrade your PC prior to confirmation that service can be provided. Please note that once Telkom has received an order for ADSL access service, it will normally take up to 7 days to test for availability.

Turnaround Times and Support:

Once your application and relevant documents have been received and captured, you should be informed within 7 to 14 working days of the installation date subject to Telkom infrastructure availability. Webstorm will then arrange the provisioning of the line and will be your Single Point of Contact (SPOC) regarding all matters relating to the ADSL line. This includes the administrative as well as the technical support of the service. Should a Telkom technician be requested by you without the authority of Webstorm, you will be held responsible for the cost of the call out.

Authorized Signature : _____ in acceptance of the Terms and Conditions

Name of signatory: _____ Designation: _____

Date: _____ / _____ / _____