

Contact :-
Telephone: 031 941 4599
Or 021 753 6459
Fax to email: N/A



Servicing:
KZN, Gauteng and Cape Town

Cloud PBX, Yeastar PBX, LTE, Fibre,
& Wireless

Reg # 2015/234693/07
VAT # 4240281172

PHONERYT SERVICE AGREEMENT

We thank you for your enquiry and appreciate the opportunity to service your communication needs.

Name:..... Address:.....

Equipment information: Make..... Model:..... IMEI #:.....

SIM #:..... Other info:.....

BENEFITS

While Wireless and LTE technology has the benefit of not having wires that could be damaged or stolen, it may be susceptible to loadshedding and weather changes such as cloud and bad weather conditions. However, the downtime resulting from failures of this nature are normally kept to a minimum. Wireless, unlike ADSL, is a fully symmetrical service in that upload and download speeds are the same, making browsing much faster. Fibre is the best solution for your communication and data requirement however fibre is not always available.

TERMS AND CONDITIONS

Please view our full Terms and Conditions at www.phoneryt.co.za

SERVICES

- To allow connectivity to the internet and/or VoIP telephone system.
- To install a CPE at your premises to facilitate a secure connection to our network.
- To connect and manage the router inside your premises to allow a point of connection to your local area network.
- To test and configure the CPE for connectivity and verify the connection speed and data flow with you prior to completion.
- Phoneryt is responsible for the data and connectivity to this point.
- Fault finding after that point is the responsibility of your own IT personnel.
- Phoneryt staff will not be responsible for the configuration of PC's and other hardware inside your network.

INSTALLATION COSTS

Phoneryt will install the required equipment upon the signing of this Service Agreement and estimation with terms and conditions herein. The rented equipment will remain the property of Phoneryt and if the contract is terminated Phoneryt will remove the installed equipment.

VOIP TELEPHONE SERVICE

Should you require a VoIP telephone installation then an estimation for the costs thereof will have to be done per applicant's requirements. The below rate is our standard rate, dependant on minutes used.

Option 1, our standard MRC and call Rates

- Monthly telephone number rental cost per line is R0.00
- Monthly hosted extn or direct line, each, per month R55.00
- Local call costs R0.36/min (standard call rate)
- Call to Cell number R0.79/min (standard call rate)

The above price/s are subject to change without prior notice. Please feel free to ask about our Cloud packages.

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INSURANCE

The client will be responsible for the safety and security of all rented, loaned or test devices or equipment installed on their premisses and must ensure that it is adequately insured. The client will be responsible for the full cost to replace any rented, loaned, test devices or equipment due to theft or damage in any form.

MAINTENANCE AND BREAKDOWN

- If the equipment is damaged Phoneryt will not assume responsibility and standard call out charges and travel costs will be applicable. Please remember to add the equipment to your insurance.
- If equipment needs to be replaced the relevant equipment charge will apply.
- In the case of a factory fault within one month of the equipment being installed, there will be no charge.

CHANGING PACKAGES

Changes to internet packages can be implemented from the 01st of the new month. Notice to change package must be in writing and or email and must be received by our office by no later than the 20th of the month for the request to be processed.

NOTICE PERIOD TO TERMINATE SERVICE(S)

A full calendars month notice in writing or an e-mail must be submitted to our accounts department should you wish to terminate the service(s) e-mail accounts@phoneryt.co.za contact 0319414599

SERVICE PAYMENTS

- a. The first month’s fees are due and payable prior to the service being switched on. Payments are made strictly in advance for provision of service by a signed debit order.
- b. There will be a R299.00 service fee payable in advance for any rejected debit order.
- c. Manual payments must reflect in Phoneryt’s bank account before the 1st of the month.
- d. Failure to provide proof of payment will result in automatic suspension of the service and a reconnection fee of R150.00 will be applicable. Phoneryt cannot be held responsible for loss of business or income due to any suspensions.
- e. All prices listed above are exclusive of VAT.

THE SERVICE

- For Business and home use packages will be determined by the best signal to be determined by an onsite test, thereafter a quotation will be provided.
- If you have fibre available in your area please prove us with your address, ID number and speed requirements.
- Data that has not been used will not roll over to the next month.
- Top up data purchased within the month will roll over into the following month if not utilised.

I, ID No.....

In my capacity as On behalf of.....

..... hereby agree and accept the terms and conditions of this agreement.

AUTHORISED SIGNATURE

DATE

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Fixed LTE (including VoIP), Laptops, Tablets, Cellphones & Fibre - Terms and Conditions

1. Phoneryt Standard terms and conditions apply.
2. Phoneryt's terms and conditions can be viewed on our website at www.phoneryt.co.za.
3. Phoneryt fixed LTE may require an antenna, which will be at the client's cost.
4. Phoneryt cannot be held responsible for any loss of Data due to no signal (connection) to your LTE router, that is purely dependant on the service provider I.E. Vodacom, MTN, Rain or Telkom.
5. The RICA process shall apply.
6. The Phoneryt's LTE Wireless offers shall be available on a 30-day calendar month contract. On cancellation of this service the customer agrees that a full calendar month notice will be provided it is also at the clients cost to return the SIM card and router to the Phoneryt place of office or the customer accepts the charges at their existing monthly rate until returned.
7. Subscription to Phoneryt's LTE Wireless service is subject to the availability of its LTE network coverage within the specified areas. A Sales agent will be able to assist you with checking if your address is in a coverage area or a site visit.
8. The LTE Wireless service is provided as a fixed wireless broadband service for use in a fixed location. Should a subscriber relocate at any stage and the router lose its original signal from installation, then Phoneryt cannot be held liable for this loss of network coverage.
9. Should a subscriber relocate at any stage. It is the subscriber's duty to inform Phoneryt of such relocation so that the service can be re-established at the subscriber's new location.
10. Phoneryt shall not be held responsible for customers' requesting the Internet connection in areas that are not eligible for LTE. Phoneryt cannot guarantee LTE coverage where coverage is stipulated by the LTE suppliers.
11. A compatible device is required to use Phoneryt's LTE services. The maximum speed that can be experienced by the subscriber is dependent on the speed specification of the device in the area of transmission.
12. Phoneryt's LTE network currently supports voice calls. It does not support camera's, online gaming, or X-box.
13. Phoneryt LTE Uncapped is no longer supported. Please view our updated packages on our website.
14. Phoneryt does not refund on LTE routers (after a seven (7) day – cool off period) or data that has been purchased.
15. Phoneryt is not liable for any loss or damage to your property or equipment arising out of the provision, installation or maintenance and use of the service.
16. Phoneryt will not incur any liability whatsoever for any loss or damage as a result of any use, authorised or unauthorised, resulting from virus attacks, security vulnerabilities, or loss of information, Lightning, or power surges.
17. Phoneryt cannot be held liable for internet settings and / or passwords that pertain to the subscriber's computer system/s.
18. NB* Vodacom routers and SIM cards supplied, are done on a loan agreement only. (This application being the loan agreement) and is to be returned to Phoneryt in working condition as supplied to the client and will be at the client's cost.
19. Phoneryt has the right to amend the above conditions at any time without notice.
20. Please note: if you cancel a fibre line within 12 months of activation, Phoneryt will clawback the full subsidised installation/activation fees.
 - Fibre promotions may be withdrawn at any time without notice.
21. Payments:
 - All due payments for the month are to be paid by the last working day of each month to prevent suspension and a reconnection fee.
 - Reconnections can take up to 24 hours.
 - Phoneryt cannot be held responsible for loss of business or income due to suspensions.
22. Phoneryt's products are strictly only for Phoneryt customers and not to be resold if the product is still on a fixed term contract.

Name

Date

Signature

I have read and understand the above important information and agree to abide by the above Phoneryt's Terms and Conditions.

Phoneryt cannot be held liable for internet settings and / or passwords that pertain to the subscriber's computer system/s.
*Phoneryt cannot be held responsible for loss of business or income due to any suspensions.

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CUSTOMER INFORMATION FORM

| |
|----------------------------|
| Company Name: |
| Contact person and number: |
| Physical Address: |
| |
| Postal Address: |
| Code: |

| | |
|--------------------------|-------------------|
| Telephone Office: | Telephone Mobile: |
| E-mail address: | |
| E-mail address accounts: | |

| |
|-----------------------|
| VAT No: |
| Registration No: |
| Directors ID numbers: |

Please provide your RICA documents, a copy of the Director / Owners ID, VAT Reg, CK docs and a proof of residence.

Notes:

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| | | | |
|--------------------------|--|-------------------------|--|
| Company Registered Name: | | Abbrev. Name with bank: | |
| Registration Number: | | | |
| Beneficiary's Address: | | | |

A. Authority

| | | | |
|-----------------------------------|---------|-------------------|--------------|
| Name of account holder to debit: | | | |
| Domicile et executandi: (Address) | | | |
| Contact Numbers: | (C) | | (W) |
| Bank: | | | |
| Branch Code: | | Account Number: | |
| Type of Account: | Current | Savings | Transmission |
| Amount to be deducted: | | Debit order date: | |

This signed Authority and Mandate refers to our contract dated _____ ("the Agreement").
 I/We hereby authorise you to issue and deliver payment instructions to your Banker for collection against my/our above-mentioned 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 and commencing on _____ and continuing until this Authority and Mandate is terminated by me/us by giving you notice in writing of not less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address as indicated above.
 The individual payment instructions so authorised to be issued must be issued and delivered as follows: monthly, bimonthly, three monthly, six monthly, annually, weekly, bi-weekly (delete that which is not applicable)
 If the payment day falls on a Sunday, or recognised South African public holiday, the payment day will automatically be the very next ordinary business day.
 Payment instructions due in December may be debited against my account on _____.
 I/We understand that the withdrawals hereby authorised will be processed through a computerised system provided by the South African Banks. I also understand that details of each withdrawal will be printed on my Bank statement. Such must contain a number, which must be included in the said payment instruction and if provided to me should enable me to identify the Agreement. This number must be added to this form in Section E before the issuing of any payment instruction.

B. Mandate
 I/We acknowledge that all payment instructions issued by you shall be treated by my/our above-mentioned Bank as if the instructions have been issued by me/us personally.
 I/We agree to pay any penalty bank charges relating to this debit order instruction.

C. 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.

D. 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, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

Signed at _____ on this _____ day of _____.

 (Signature Account holder on the bank account)

E. Agreement Reference Number
 This Agreement reference number for debtor is: PHONERYT

*EFT Users may not use the tracking option and must exclude the option from their Authority and Mandate.