



SERVICE ORDER FORM

CUSTOMER DETAIL SECTION

Please provide us with the following details:

Customer Name: _____

Postal Address: _____

Physical Address _____ ID No: _____

Physical Installation Address (if different to above): _____

Tel:(+264) _____ Cell:(+264) _____

Email: _____

(Hereinafter called "the Customer")

Please submit a valid ID / valid Passport copy with Service Order Form.

PAYMENT DETAIL SECTION (Mark with a X)

Please select the payment option that would best suit you:

- Monthly in advance by invoice
 Monthly in advance by Debit Order
 Quarterly in advance
 6-monthly in advance
 Annually in advance
 Month on Month (MoM – Prepaid Plans Only)

SERVICE PERIOD DETAILS (Mark with a X)

Please select the **SERVICE PERIOD** you would prefer subscribing to:

- 12 months
 24 months
 36 months
 Month on Month (MoM - Prepaid)

(Hereinafter referred to as the "Service Period")

PRODUCT AND PRICING SCHEDULE (Mark with a X)

Loc8 Home / SME & Business Services (Microwave)

Home / SME - Microwave		Term: 12/24 Months		Term: 36 Months		Installation Fee (N\$)
Package Name	Connection (Speed - Download/Upload)	Monthly Fee (N\$)		Monthly Fee (N\$)		
Loc8 Home 5	Uncapped, 5Mbps/2Mbps		583.00		555.00	1,500 (free for 36 months)
Loc8 Home 10	Uncapped, 10Mbps/5Mbps		926.00		884.00	1,500 (free for 36 months)
Loc8 Home 15	Uncapped, 15Mbps/5Mbps		1,344.00		1,280.00	1,500 (free for 36 months)
Loc8 Home 25	Uncapped, 25Mbps/10Mbps		1,851.00		1,763.00	1,500 (free for 36 months)
Business / Pro Packages - Microwave		Term: 12/24 Months		Term: 36 Months		Installation Fee (N\$)
Package Name	Connection (Speed - Download/Upload)	Monthly Fee (N\$)		Monthly Fee (N\$)		
Loc8 Business 5	Uncapped, 5Mbps/5Mbps		735.00		700.00	1,500 (free for 36 months)
Loc8 Business 10	Uncapped, 10Mbps/5Mbps		1,171.00		1,116.00	1,500 (free for 36 months)
Loc8 Business 15	Uncapped, 15Mbps/5Mbps		1,699.00		1,617.00	1,500 (free for 36 months)
Loc8 Business 25	Uncapped, 25Mbps/15Mbps		2,340.00		2,228.00	1,500 (free for 36 months)

Uncapped Services

The uncapped internet plans provide an unlimited amount of data every month for a single monthly fee.

PRODUCT AND PRICING SCHEDULE continued (Mark with a X)

Loc8 Home / SME & Business Services (Microwave) on a Month on Month (MoM) basis [No Contracts, No Monthly Commitments].

Home / SME - Microwave		MoM		
Package Name	Connection (Speed - Download/Upload)	Monthly Fee (N\$)		Installation Fee (N\$)
Loc8 Home 5	Uncapped, 5Mbps/2Mbps		611.00	1,500.00
Loc8 Home 10	Uncapped, 10Mbps/5Mbps		972.00	1,500.00
Loc8 Home 15	Uncapped, 15Mbps/5Mbps		1,409.00	1,500.00
Loc8 Home 25	Uncapped, 25Mbps/10Mbps		1,939.00	1,500.00

Uncapped Services

The uncapped internet plans provide an unlimited amount of data every month for a single monthly fee.

Loc8 Home / SME (FTTh) & Business (FTTb) - Fiber

Home / SME (FTTh) & Business (FTTb) - Fiber		Term: 12/24/36 Months		
Package Name	Connection	Monthly Fee (N\$)		Installation Fee (N\$)
Loc8 Fiber 10 - 10Mbps	FTTX - 1TB FUP		949.00	2,500 (free for 36 months)
Loc8 Fiber 20 - 20Mbps	FTTX - 1TB FUP		1,311.00	2,500 (free for 36 months)
Loc8 Fiber 30 - 30Mbps	FTTX - Uncapped		1,794.00	2,500 (free for 36 months)
Loc8 Fiber 60 - 60Mbps	FTTX - Uncapped		4,029.00	2,500 (free for 36 months)
Loc8 Fiber 90 - 90Mbps	FTTX - Uncapped		7,409.00	2,500 (free for 36 months)
Loc8 Fiber 120 - 120Mbps	FTTX - Uncapped		11,303.00	2,500 (free for 36 months)

Fair Usage Policy (FUP)

Fair Usage Policy (FUP) is implemented by Internet Service Providers (ISPs) keeping in view the fact that a small number of customers may otherwise use an excessive amount of the network bandwidth and impairs the experience of a large majority. Once a customer reaches that certain data transfer limit (defined in the package), speed is reduced as stated in the package.

Uncapped Services

The uncapped internet package is exactly what it sounds like. It provides an unlimited amount of data every month for a single monthly fee.

ONCE-OFF FEES – INTERNET, VPN, HOSTING ETC (INSTALLATION ETC.) "Once Off Fees"	
Description of once-off fees	Amount
TOTAL ONCE-OFF FEES (EXCLUDING VAT)	

- ❖ The client herewith consents to a credit check that will be conducted before approval is done.
- ❖ The terms and conditions of a new Service Order Form will supersede the terms and conditions of any previously signed terms and conditions, where the same product is referenced by more than one Service Order Form.

THE CUSTOMER

This Agreement is signed at _____ on this _____ day of _____ 2022

Please print name: _____ Signature: _____
 (The signatory warrants his/her acceptance of the standard terms and conditions of the Agreement as attached hereto.)

As Witness:

1) Please print name: _____ Signature: _____

On behalf of **Loc8 Mobile (Pty) Ltd**

This Agreement is signed at _____ on this _____ day of _____ 2022

Please print name: _____ Signature: _____
 (The signatory warrants his/her authority and accepts the standard terms and conditions of the Agreement as attached hereto.)

As Witness:

1) Please print name: _____ Signature: _____

Installation Approval and Permission Form		
Date:		Sales Representative:
Proposed Installations Date:		Sales Representative Contact Number:

Customer Information		
Name Of Customer:		Business Contact Number:
Street Address of Customer:		
Primary Telephone Number of Customer:		
Customer Own Property:	Yes:	No:
In the event that it is a leased property		
Name Of Landlord:		Contact Number of Landlord:
Type of Installation (Mark with a X):		
Wimax	Fiber	VSAT

OPTION 1 (Mark with a X)	OPTION 2 (Mark with a X)
Customer Is the Owner of The Property	Customer Is the Lessee of The Property
Warranties & Indemnities	
<p>Customer warrants that he/she/it owns the aforementioned property at which the installation or service work is being performed and will allow Loc8 and its subcontractors to make the required alterations that Loc8 consider appropriate for the work to be performed, which may include, without limitation, drilling of holes in exterior walls for cable runs and/or run cable ducts/gantry's in/on the building and/or wall mount apparatus for use with telecommunications installation(s). Customer agrees to indemnify and hold Loc8 and its affiliates, and their subcontractors harmless from and against any damage, loss or expense of any nature whatsoever caused or claimed to be caused only by the installation of equipment, service work performed hereunder. Loc8 will reasonably ensure that the customer has obtained the necessary consent from the owner of the property. It is not the duty of Loc8 to ascertain the authenticity of such consent and cannot be held liable should such consent not be proper and authentic.</p>	<p>The Landlord warrants that he/she/it owns the aforementioned property at which the installation or service work is being performed, which may include, without limitation, drilling holes in exterior walls for cable runs and/or run cable ducts/gantry's in/on the building and/or a wall mount apparatus for use with television installation (s). Landlord agrees to indemnify and hold Loc8 Telecom, its affiliates, and its and their subcontractors harmless from and against any damage, loss or expense of any nature whatsoever caused or claimed to be caused only by the installation of equipment, service work performed hereunder. Loc8 will reasonably ensure that the customer has obtained the necessary consent from the owner of the property. It is not the duty of Loc8 to ascertain the authenticity of such consent and cannot be held liable should such consent not be proper and authentic.</p>
AGREEMENT	
<p>I/ we understand that roof access must be provided on the date and time of the installation. I/we agree that the signed and completed Installation Letter of Permission must be provided to my Account Manager at least 3 (three) business days prior to installation in order for services to be provided. If the letter is not provided, it is understood that the installation will be rescheduled until such time that the document is made available. I/we agree that Loc8 and its subcontractors will be required to do some digging, drilling, trenching, mounting of equipment during the installation, and that this might cause some damage. The customer will not hold Loc8 and its subcontractors responsible for possible damage caused to the property during the installation. Loc8 will aim to minimize disruption to the property. We are committed to ensuring our network installation work has minimal impact on your property. All work will be carried out to a professional standard in accordance with legal requirements and industry standards. We will use the installation method that has the least impact on your property. We will always try to give you reasonable notice, including a description of the work and the identity of the contractor who will be sent to carry out the work. Our contractors will also endeavor to minimize disruptions and will leave your property in a neat and tidy state once the work is complete. A Fiber installation might entail digging and trenching on the customer premises. The lifting of interlocks and possible damage to water cables and power cables. Drilling of holes if no access provision has been made. As the owner of the above-mentioned property, I represent that I have the authority to initial and sign this Letter of Permission and hereby do authorize installation of telecommunications installation(s) by Loc8 or its subcontractor.</p>	

Client Signature:

landlord Signature:

Client Full Name:

Date:
