

CIRCLE TEL CONSUMER SERVICE ORDER FORM

Application for Fixed-Wireless Broadband Services

Circle Tel (Pty) Ltd – Reg. No. 2020/000000/07

10 Rivonia Blvd, Sandton, 2191 | Tel: 010 555 1234 | Email: sales@circletel.co.za

1. Customer Information

Personal/Business Details

Customer Type *

Select Type

Title

Select

First Name *

Last Name *

Company Name (if business)

Registration/VAT Number

Contact Information

Primary Phone Number *

Alternative Phone Number

Email Address *

Alternative Email

Billing Address

Street Address *

Suburb *

City *

Postal Code *

Province *

Select Province

Country

South Africa

2. Service Selection

Internet Package Selection

| Select | Package | Speed | Data Allowance | Monthly Fee (incl VAT) |
|-----------------------|------------|---------|----------------|------------------------|
| <input type="radio"/> | Starter | 10Mbps | 100GB | R299 |
| <input type="radio"/> | Home | 25Mbps | Unlimited* | R499 |
| <input type="radio"/> | Home Plus | 50Mbps | Unlimited* | R699 |
| <input type="radio"/> | Business | 100Mbps | Unlimited* | R999 |
| <input type="radio"/> | Enterprise | 200Mbps | Unlimited* | R1,499 |

**Subject to Fair Use Policy - see Service Agreement for details*

Contract Type

- ☐ **Month-to-Month Contract** - No minimum term, cancel with 30 days notice
- ☐ **12-Month Contract** - 10% discount on monthly fees
- ☐ **24-Month Contract** - 15% discount on monthly fees

Value-Added Services

- ☐ Static IP Address - R50/month
- ☐ Premium Support (24/7 phone support) - R99/month
- ☐ Network Monitoring & Management - R149/month
- ☐ Backup Internet Connection (4G/LTE failover) - R199/month

3. Installation Details

Service Address

☐ Same as billing address

Street Address *

Suburb *

City *

Postal Code *

Installation Preferences

Property Type *

Select Type

Property Ownership

Select

Preferred Installation Date

mm/dd/yyyy



Alternative Installation Date

mm/dd/yyyy



Preferred Time

Select Time

Contact Person During Installation

Technical Requirements

Building Height (floors)

Roof Access Available

Select

Special Installation Requirements

Please describe any special requirements, access restrictions, or concerns about the installation...

4. Equipment Selection

Router Options

| Select | Router Model | Specifications | Option | Cost |
|-----------------------|----------------|-----------------------------------|------------------|-----------------|
| <input type="radio"/> | TP-Link AC1200 | Dual-band Wi-Fi, 4 Ethernet ports | Lease (included) | R0/month |
| <input type="radio"/> | TP-Link AC1200 | Dual-band Wi-Fi, 4 Ethernet ports | Purchase | R799 once-off |
| <input type="radio"/> | ASUS AX6000 | Wi-Fi 6, Mesh-ready, 8 ports | Lease | R99/month |
| <input type="radio"/> | ASUS AX6000 | Wi-Fi 6, Mesh-ready, 8 ports | Purchase | R2,499 once-off |

Additional Equipment

- ☐ UPS (Uninterruptible Power Supply) - 2-hour backup - R1,299
- ☐ Wi-Fi Range Extender - R599
- ☐ Ethernet Cable Extension (per 10m) - R199
- ☐ Professional Network Setup & Configuration - R499

5. Payment Information

Payment Method Selection *

- ☐ **Debit Order (Preferred)** - Automatic monthly collection from bank account
- ☐ **Credit Card** - Monthly recurring payment via secure gateway
- ☐ **Manual EFT** - Monthly manual payment (subject to approval)

Banking Details (for Debit Order)

Bank Name

Select Bank

Account Type

Select Type

Account Holder Name

Account Number

Branch Code

Branch Name

Credit Assessment & Security Deposit

- ☐ I consent to Circle Tel conducting a credit bureau check
- ☐ I understand that a security deposit may be required based on credit assessment

6. RICA Compliance & Identity Verification

RICA Requirement: All data services require identity verification under the Regulation of Interception of Communications and Provision of Communication-related Information Act (RICA).

Required Documentation *

- ☐ **Valid South African ID Document** - Copy attached/will be provided
- ☐ **Proof of Address** (not older than 3 months) - Municipal account, bank statement, or lease agreement
- ☐ **Proof of Income** (if required for credit assessment) - Salary slip or bank statements

Verification Method

- ☐ Verify during installation appointment with technician
- ☐ Visit Circle Tel office for verification
- ☐ Arrange verification with authorized mobile agent

For Business Applications

Company Registration Number

VAT Registration Number

- ☐ Copy of Company Registration Certificate (CK1/COR14.3)
- ☐ Resolution authorizing application signatory
- ☐ Signatory's ID document and proof of address

7. Order Summary

| Description | Quantity | Unit Price | Total (incl VAT) |
|----------------------------------|----------|------------|------------------|
| Selected Internet Package | 1 | R____ | R____ |
| Installation Fee | 1 | R499 | R499 |
| Connection Fee | 1 | R199 | R199 |
| Router (selected option) | 1 | R____ | R____ |
| Additional Equipment | - | R____ | R____ |
| Value-Added Services | - | R____ | R____ |
| Total Once-off Charges | | | R_____ |
| Monthly Recurring Charges | | | R_____ |

Important: Monthly charges begin on service activation date. Contract discounts apply from second month. Installation typically scheduled within 5-10 working days of order processing.

8. Terms Acceptance & Authorizations

☐ Service Agreement Acceptance *

I have read, understood, and agree to be bound by the Circle Tel Consumer Service Agreement (Document version: CT-CON-2025-07 v1.0) available at circletel.co.za/terms

☐ Privacy Policy Acceptance *

I consent to Circle Tel's processing of my personal information as detailed in the Privacy Policy available at circletel.co.za/privacy

☐ Marketing Communications

I consent to receive marketing communications about Circle Tel products and services (you may opt-out at any time)

☐ Payment Authorization *

I authorize Circle Tel to collect payments via the selected payment method and understand that failed payments incur administration fees

☐ Installation Authorization *

I authorize Circle Tel technicians to access the premises for installation, maintenance,

and equipment recovery as required

☐ **RICA Compliance ***

I understand RICA verification is mandatory and service activation is subject to successful identity verification

☐ **Equipment Insurance**

I understand that Circle Tel equipment should be covered under household/business insurance and I am liable for loss or damage

Consumer Protection Rights: You have the right to cancel this agreement within 7 days of service activation without penalty. For fixed-term contracts, early cancellation fees apply as detailed in the Service Agreement.

Cooling-off Period: If you are purchasing services through direct marketing, you have 5 business days to cancel without reason or penalty from the date of this agreement.

Electronic Signature & Final Authorization

By signing below, I confirm that:

- All information provided is accurate and complete
- I am legally authorized to enter into this agreement
- I understand the terms, conditions, and pricing of the selected services
- I authorize Circle Tel to process this application and commence service provision

Customer Signature

Print Name: _____

Date: _____

Circle Tel Representative

Print Name: _____

Date: _____

For Office Use Only

Application Reference: _____ | Credit Assessment: _____ | Installation Scheduled: _____ |
Service Activated: _____