

ZOL Fibroniks Request Form



Read the terms and conditions overleaf and then print within the spaces provided in clear capital letters and sign at the bottom.

Customer Details

Customer Name	Title	First Name	Middle Name	Surname
Phone Number	Preferred	Landline		ID/Passport Number
Installation Address				
Preferred time of contact	AM	PM	Evening	
Customer email				

Service Requested

Residential

Fibroniks Lite \$ per month (\$. excl. VAT)

- ☐ Same speed up and down
Capped at 25GB per month *Free installation subject to appraisal
- ☐ With night owl service at \$ per month

Basic Essentials \$ per month (\$. excl. VAT)

- ☐ Up to 5Mbps Download- up to 5Mbps Upload
Capped at 35GB per month
- ☐ With night owl service at \$ per month

Family Essentials \$ per month (\$. excl. VAT)

- ☐ Up to 10Mbps Download- up to 10Mbps Upload
Capped at 75GB per month
- ☐ With night owl service at \$ per month

Family Entertainment \$ per month (\$. excl. VAT)

- ☐ Up to 20Mbps Download
Up to 20Mbps Upload
Unlimited

Modern Family \$ per month (\$. excl. VAT)

- ☐ Up to 30Mbps Download
Up to 30Mbps Upload
Unlimited

Turbo Pack \$ per month (\$. excl. VAT)

- ☐ Up to 100Mbps Download
Up to 100Mbps Upload
Unlimited

Business

Micro Office \$ per month (\$. excl. VAT)

- ☐ Up to 10Mbps business strength
internet Unlimited
Recommended for 5 users
3 Microsoft kiosk exchange mailboxes

Small Office \$ per month (\$. excl. VAT)

- ☐ Up to 15Mbps business strength internet
Unlimited
Recommended for 5-10 users
5 Microsoft kiosk mailboxes

Office \$ per month (\$. excl. VAT)

- ☐ Up to 30Mbps business strength internet
Unlimited
Recommended for 15-35 users
4 Microsoft Exchange P1 mailboxes

Large Office \$ per month (\$. excl. VAT)

- ☐ Up to 50Mbps business strength internet
Unlimited
Recommended for 35 users
4 Microsoft Exchange P1 mailboxes

ONT/Modem

- ☐ Rental \$ per month
- ☐ Once off Price TBA

Extra Services - Please tick the box of the service you need (Terms and Conditions apply)

ZOLphone

- ☐ Once-off payment
- ☐ Installments over 12 months

Crashplan

Select one for your account

- ☐ 30 GB of storage at \$. per month
- ☐ 50 GB of storage at \$. per month
- ☐ 100 GB of storage at \$. per month

Installation Information - To be completed by Sales Representative

Sales Rep Name	First Name	Surname
Company/ Reseller		
Payment Received	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Payment Method	<input type="checkbox"/> Ecocash online <input type="checkbox"/> Paynow <input type="checkbox"/> Ecocash Bill Payment <input type="checkbox"/> Econet Shops <input type="checkbox"/> Bank Deposit/Transfer <input type="checkbox"/> Cash	
ZOL I.D		

other information.....

Terms and Conditions for ZOL Fibroniks packages

- ZOL Zimbabwe will provide free installation worth RTGS4000: the fibre installation including physical works to bring the fibre into your premises.
- To get the Fibroniks modem delivered and connected, there are two options:
 1. Buy the modem upfront and pay a monthly insurance fee of RTGS . , which enables ZOL to replace and repair should the modem develop faults. Modem prices are available on request.
 2. Rent the modem for RTGS . per month. The modem remains the property of ZOL Zimbabwe. This enables replacement of the modem should it become faulty. ZOL Zimbabwe reserves the right to redeem the modem in the event that you default from paying subscriptions and rental fees for a period greater than 3 months.
- I am knowingly and willingly signing up to the ZOL Fibroniks Lite/ Basic Essentials/Family Essentials/ Entertainment/ Modern/ Power Pack/ Turbo/ Micro Office/ Small Office/ Office/ Large Office package at the indicated price per month which is billed monthly in advance. In the event of requiring temporary suspension of subscriptions, I acknowledge that I will advise ZOL Zimbabwe in advance, in writing, for approved suspensions of a minimum period of 1 month in which pre-billing on the account will be suspended as well.
- Should I default or fail to make the prescribed monthly payments on schedule in the absence of written notice to them, ZOL Zimbabwe reserves the right to collect the installed kit and equipment fee in full and/or engage in legal action to recoup the outstanding monies due.
- All our services are guided by the full Terms and Conditions and Fair Usage Policy which are available on our website: www.zol.co.zw/policies

Additional T's and C's applicable to Fibroniks Lite, Basic Essentials and Family Essentials Packages

- The following are applicable for Fibroniks Lite
 - o The data bundles are valid for 30days.
 - o The bundle package offer is not applicable to the other Fibroniks packages.
- Unused volumes from the 25GB, 35GB and 75GB base packages are not cumulative and do not carry over into the next subscription period. Any remaining balances will be forfeited at the end of the month.
- Suspension of main account owing to non-renewal of monthly subscription denies access to top up volumes.

Window periods for the top up packages are as below:

Top-up volume	Window period (Days)
1GB	30
2GB	60
5GB	90
10GB	90

Wi-Fi Disclaimer

Wi-Fi coverage is unique to every House/Building. ZOL Zimbabwe will use its best efforts to provide useful and reliable Internet service. As a customer you acknowledge that Wi-Fi utilizes public, unlicensed radio-frequency spectrum. As such, Wi-Fi is subject to external interferences, environmental influences, and other factors and variables beyond our reasonable control. Performance and coverage may be affected by,

- a) Transmission and download speed and accuracy;
- b. Network congestion by other devices on your network;
- c) Performance of your computer, tablets PCs, Smartphones and other devices, configuration, and functionality of your Wi-Fi devices and wireless cards (including, but not limited to memory, storage and other limitations.)
- d) Physical obstructions and distances between your Wi-Fi Access point and the Wi-Fi network. This may be your building design, construction materials and the distance to intended coverage areas, especially to outdoor areas and detached buildings;
- e) Availability of electric power;
- f) Transmission and equipment limitations, failures, maintenance or repair;
- g) User error.

Wi-Fi may also be interrupted, refused, limited or curtailed for these reasons. We are not responsible for data lost or misdirected due to these and other foreseeable and unforeseeable factors.

Network speed is an estimate and is no indication of the speed at which your Wi-Fi device will operate.

In certain circumstances repeaters are required to extend Wi-Fi coverage. Extension of Wi-Fi coverage outside the default coverage of the CPE provided by ZOL Zimbabwe is at customer cost.

I/we have read and understood and do hereby agree to all the clauses set out in this 'Terms and Conditions of Service'.

Signed by the duly authorized Representative of:

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Name.....

Designation.....

Signature.....

Date.....