

ANNEXURE B: TELEPHONE & INTERNET SERVICE APPLICATION GROENKLOOF GEORGE

WOODS GLEN RIF VILLAGE APARTMENT OTHER DETAILS _____

Erf Number: _____ Physical Address _____

Name & Surname: _____

ID Number: _____ Email: _____

Contact Number: _____ Cell: _____

Please select your choice of packages below:

| FIRST OPTION | Once-off and Monthly Recurring Charge | Please tick |
|-------------------------------|---------------------------------------|-------------|
| Basic Internal Telephone Line | R0,00 | |

Kindly note: The ownership of the CPE (Customer Premises Device), including telephone handset, does not pass to the resident. The risk does pass and in case of loss or damage, the replacement cost of the device is for the resident's account.

| SECOND OPTION | Monthly Recurring Charge | | Please tick | |
|------------------------------------|--------------------------|---------|-------------|---------|
| Landline Service | Standard | Over 70 | Standard | Over 70 |
| Standard Line (Incl. 044-8xx xxxx) | R 50,00 | R 50,00 | | |
| Option 2 | R170,00 | R131,00 | | |
| Option 3 | R300,00 | R295,00 | | |

| Internet Service | Data Size | Speed | Price | Please tick |
|------------------------------|-----------|-------------|----------|-------------|
| Home Uncapped Service | | | | |
| 4 Mb/sec Fibre | Uncapped | 4 Mbit/sec | R 299.00 | |
| 10 Mb/sec Fibre | Uncapped | 10 Mbit/sec | R 650.00 | |
| 20 Mb/sec Fibre | Uncapped | 20 Mbit/sec | R 950.00 | |
| Home Capped Service | | | | |
| Fast Fibre Data | 2 GB | - | FREE | |
| Fast Fibre 10 GB | 10 GB | 20 Mb/sec | R125.00 | |
| Fast Fibre 20 GB | 20 GB | 20 Mb/sec | R250.00 | |
| Fast Fibre 50 GB | 50 GB | 50 Mb/sec | R 499.00 | |
| Fast Fibre 100 GB | 100 GB | 50 Mb/sec | R 699.00 | |
| Fast Fibre 150 GB | 150 GB | 50 Mb/sec | R 750.00 | |

Kindly note: If a package is selected from the "SECOND OPTION" section, a once off R550.00 activation fee applies.

The above will give you a telephone with a computer internet connection. If you would like WiFi select one of:

| OPTIONAL | Once off | Please tick |
|------------------------------------|----------|-------------|
| Standard Wi-Fi Router (optional) | R1150,00 | |
| High Power Wi-Fi Router (optional) | R1595,00 | |

Signed at _____ on this ___ day of _____ 20____. Signature: _____

| OFFICIAL USE ONLY | | | | |
|-------------------|--|------------|--|----------|
| Account No | | Radius Acc | | Owner |
| Extension No | | Invoice No | | Occupant |

AGREEMENT

1. Definitions

In this Agreement:

(a) "WE", "OUR", "US" means Clearwire Communications. (b) "YOU", "YOUR" means the person or company named overleaf. (c) "NETWORK" means any Wireless Network System available from us that you have opted to use. (d) "SERVICES" means the Wireless Services provided by us. (e) "INSTALLATION FEE" means the once off amount charged for connection to the Services as specified overleaf. (f) "MONTHLY CHARGE" means the amount payable for access to the network and provision of certain services as set out in the Agreement and/or detailed in overleaf. (g) "COMMENCEMENT DATE" means the date on which we connect your Wireless Equipment to the network. (h) "MINIMUM PERIOD" means the period of three (3) months commencing on the Commencement Date. (i) "DEPOSIT" means the amount payable with the

"INSTALLATION FEE" defined in (e) above and is a refundable amount of 1 months "MONTHLY CHARGE" as defined in (f) above providing that the conditions of 7. ending the Agreement have been met by you.

2. Connection to the Network and provision of the Services

2.1 We will connect you to the Network and will use our reasonable endeavours to make this Network available to you throughout the term of this Agreement.

2.2 The Services may from time to time be adversely affected by factors outside our control. We shall not be liable if the services are adversely affected by such factors which may include but are not limited to: Weather conditions, obstructions such as buildings, trees and other sources of radio interference.

3. Payment

3.1 Payment for the Services is due and paid in advance on a monthly basis via debit order and Value Added Tax is payable on all charges levied by us unless otherwise specified.

3.2 For any overdue payments we may charge daily interest at 2% above the current FNB Bank base lending rate as published in their offices.

3.3 The Service Charges may be increased from time to time and notification will be provided to you two months prior to this being affected.

3.4 If a debit order is not processed due to inaccurate account details supplied by customer, or lack of funds, a processing fee of R100 will be charged.

4. Agreement Length

4.1 This Agreement shall continue for the Minimum Period and will automatically renew thereafter for a further period of one month and so forth unless terminated within the specified notice period prior to this time as specified in Clause 7.1 below.

5. Warranties and Liability

5.1 We shall not be liable for any defect in the Services arising out of your acts, omissions, negligence or defaults including any failure by you to comply with our reasonable recommendations.

5.2 Likewise we shall not be liable for any claim for loss (financial or otherwise), damage or injury whatsoever sustained by you arising out of the provision of the services or otherwise whether such claims or actions arise from the negligent or willful acts or omissions of the service provider, its servants or agents.

5.3. In particular we shall in no way be held liable for any misuse of the Services by You by way of unsolicited mailing ("spam"), hacking, or engaging in any illegal or objectionable activities whatsoever.

6. Suspension

6.1 We may suspend the Services if and for so long as any of the following circumstances apply:

6.1.1 if you fail to comply with any of the terms and conditions of this Agreement;

6.1.2 if you allow to be done anything, which in our reasonable opinion, may have the effect of jeopardizing the Services;

6.1.3 if you fail to pay any sum due to us on the date payment is due in respect of the Services under this Agreement.

6.1.4 if in our reasonable opinion the Services are being used in a manner prejudicial to you, us, or any other user of the Network;

6.2 In addition we may suspend the Services for Network maintenance and upgrades. If the Services are suspended in this manner for a period of seventy two (72) hours or more, we will on a pro-rata basis credit to you charges during the unavailability of the Network.

6.3 If we reinstate the Services following any suspension you may be liable for an administration fee of R150.00 plus VAT.

7. Ending the Agreement

7.1 You may end this Agreement by giving us not less than thirty (30) days written notice to end it prior to the anniversary date of the Agreement.

7.2 We may end this Agreement by giving notice to you with immediate effect in any of the following circumstances:

7.2.1 if you fail to remedy any breach of the terms of this Agreement within fourteen (14) days of your receiving written notice of such breach from us or if you otherwise persistently fail to comply with any of the terms of this Agreement.

7.2.2 In the case of you being declared Insolvent or bankrupt;

7.2.3 if you do or allow to be done anything that jeopardizes the operation of the Services;

7.2.4 if the operation of the Network is terminated or if the provision of the Services to us is discontinued for any reason;

7.2.5 if the result of any credit reference agency search is in our reasonable opinion considered unsatisfactory;

7.3 You may terminate this Agreement in the event of our failure to remedy any breach of this Agreement by us, if we have received written notice from you of the breach and we have not remedied the breach with fourteen (14) days of our receipt of such written notice.

7.4 In the case of termination by you under Clause 7.3, you shall not be liable to pay the Cancellation Charge referred to in Clause 7.4 above.

8. Transfer of Liability

8.1 You cannot transfer your obligations to pay charges under this Agreement without our prior written permission

8.2 Nothing in this Agreement shall restrict our ability to assign or transfer our rights and obligations under this Agreement to another service provider, although we will give written notice to you should we do so.

9. Excusable events

9.1 We shall not be held liable for any breach of this Agreement if caused by an "Act of God", war, emergency, compliance with any statutory obligations, industrial disputes, fire, lightning, flood, exceptionally severe weather, acts or omissions of persons and our bandwidth service providers for whom we are not responsible or any other cause beyond our reasonable control. For so long as these events continue, your payment obligations under this Agreement will be suspended if and to the extent that such events cause a breach of this Agreement.

10. Equipment

10.1 Unless you purchase the equipment in full, the equipment will remain our property for the duration of this agreement, and must be immediately returned to us in working condition upon the termination of this agreement. If it shall be deemed necessary by Us to remove the equipment ourselves, You shall allow unrestricted access for this purpose and We shall not be required to prove ownership of such equipment.

10.2 If you purchase any equipment from us such equipment will be sold "Voetstoots" and ownership of the equipment will remain vested with us until we receive all costs and charges relating to such equipment from you.

11. Installation

11.1. It is Your responsibility to obtain any required permits, homeowner associations approvals, mortgage grantors permission, or to gain landlord approval for the placement of antennas and other equipment on the installation site.

11.2. Unless otherwise agreed to in writing, the point of final delivery of Service will be at the termination point of the primary Local Area Network (LAN) cable. If Service is not delivered wirelessly in stead of by LAN cable, the delivery point of Service and quality of Service will be deemed as measured or experienced on a newly-configured laptop computer supplied by us. No responsibility shall be taken for performance of Service on Your own equipment.

11. General

11.1 You should promptly, but in any event within seven (7) days advise us in writing of any change of address or bank details. We may ask you to validate any change of details for fraud prevention purposes.

11.2 We reserve the right to modify the terms and conditions of this Agreement to comply with new legislation, statutory instruments, Government regulations or licenses. Should any such variation take place, we will notify you in writing.

11.3 You may terminate this agreement at any time prior to your connection to the service by writing CANCELLED overleaf and faxing it to us at 044 887 0376.

11.4 You shall in no way or form whatsoever resell or cause to resell any bandwidth, internet access or any other of our products or services without our express written permission. Engaging in any such action shall entitle us to terminate your account with immediate effect.

11.5. All purchased bandwidth, including top-ups, is carried over in accordance with the applicable regulation, and expires after 2 months.

INITIAL _____

Telephone and Internet Options: Groenkloof

| | Clearwire Close-R- Call Plans (Residential Customers) | Call Charges | | Monthly Subscription (Rand) | |
|---|---|---|---|--------------------------------|----------------------------|
| | | Standard Time (All charges Incl. VAT) | Callmore Time (All charges Incl. VAT) | Standard Incl VAT | Senior over 70 Incl VAT |
| Basic internal line (See note *) | Free internal calls to security, fellow Groenklowers, Care unit, etc. | -All internal calls within Groenkloof are free of charge. | | No charge | No charge |
| Standard | Monthly subscription includes; • 044 – telephone number | -All internal calls within Groenkloof are free of charge. -Standard Telkom Rates apply on all other calls. | | R50.00 | R50.00 |
| Additional (2 nd) Standard Line | Monthly subscription includes; • 044 – telephone number | -All internal calls within Groenkloof are free of charge. -Standard Telkom Rates apply on all other calls. | | R95.00 | R85.00 |
| Option 2 | Monthly subscription includes; • Free Weekender Landlines • Free 7PM to 7AM Landlines • Voice Mail • Itemized Billing | -Billed at Standard Telkom rates | -Unlimited local and long distance calls at no charge up to an hour per call. | R170,00 | R131,00 |
| Option 3 | Monthly subscription includes; • Free Calls to Landlines • Voice Mail • Itemized Billing | -Local and long distance calls at no charge up to 1300 minutes per month. -Low rates for fixed-to- mobile calls. | -Unlimited local and long distance calls at no charge up to an hour per call. -Low rates for fixed-to- mobile calls. | R300,00 | R295,00 |
| NOTES - If the call duration exceeds 1 hour, (All options), normal per second billing according to the time of the day and the distance band, will apply. If the monthly Standard Time minutes exceed 1300 minutes, (Option 3), normal billing according to the time of day and the distance band will apply. | | | | | |

| | | | Monthly | 1GB Top-up |
|-----------------|--------------------------------|----------------------------------|-----------|------------|
| Internet 2 | 2 GB Data | Fast Broadband access. | No charge | R49,00 |
| Internet 10 -20 | 10 GB Cap per month (20Mbits) | Fast Broadband access. (20Mbits) | R125,00 | R49,00 |
| Internet 50-20 | 50 GB Cap per month (20Mbits) | Fast Broadband access. (20Mbits) | R399,00 | R39,00 |
| Internet 100-20 | 100 GB Cap per month (20Mbits) | Fast Broadband access. (20Mbits) | R599,00 | R29,00 |
| Internet 50-50 | 50 GB Cap per month (50Mbits) | Fast Broadband access. (50Mbits) | R499,00 | R39,00 |
| Internet 100-50 | 100 GB Cap per month (50Mbits) | Fast Broadband access. (50Mbits) | R699,00 | R29,00 |
| Internet 150-50 | 150 GB Cap per month (50Mbits) | Fast Broadband access. (50Mbits) | R750,00 | R19,00 |
| Other | | | | |

NOTE – All monthly data packages include the 2GB free data.

NOTE – A once off R550.00 installation fee applies to all landline and/or data installations, except for the Basic Internal Line option (see * above).

INITIAL _____

BANK DEBIT ORDER INSTRUCTION

Name (Debtor) : _____ Date : _____
Address : _____ Signatory Name : _____
_____ Contact Tel : _____
_____ ID Nr. : _____

Dear Sirs/Madams

Abbreviated name as registered with the bank : CLEARWIRE

| | |
|--|----------------------------------|
| The details of my bank account are as follows: | |
| BANK | : _____ |
| BRANCH/TOWN | : _____ |
| BRANCH NO. | : _____ |
| ACCOUNT NAME | : _____ |
| ACCOUNT NO. | : _____ |
| TYPE OF A/C | : _____ |
| | (savings, current, transmission) |

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorise you to issue and deliver payment instructions to the bank for collection against my / our abovementioned 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 the commencement date and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of no less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address indicated above. On the 1st day ("payment day") of each and every month commencing on _____. In the event that the payment day falls on a Saturday, Sunday or recognized South African public holiday, the payment day will automatically be the very next ordinary business day. Further, if there are insufficient funds in the nominated account to meet the obligation, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account

I / We understand that the withdrawals hereby authorised will be processed through a computerized system provided by the South African Banks and I also understand that details of each withdrawal will be printed on my bank statement. Each transaction will contain a number, which must be included in the said payment instruction and if provided to you should enable you to identify the Agreement. A payment reference is added to this form before the issuing of any payment instruction. 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.

The individual payment instructions so authorised to be issued must be issued and delivered as follows

MANDATE

I / We acknowledge that all payment instructions issued by you shall be treated by my/our above mentioned bank as if the instructions had been issued by me/us personally.

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.

ASSIGNMENT

I / We acknowledge that this Authority may be ceded to 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.

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS _____

Assisted by:
FOR OFFICE USE
AGREEMENT REFERENCE NUMBER
This Agreement reference number is: