

Channel

- Sales CC
- Partner
- Other

Customer Number

Agent Name

Are you already an Mweb subscriber?

YES NO

I would like to:

Upgrade my existing account
 Add a new product

Apply as an Individual

Title

First name(s)

Surname

ID Number

Country Issued

Home Phone

Work phone

Cellphone

One Time Pin Cell number

Active Email Address

Apply in Small Business Name

A Small Business application requires the details of an individual authorised to act on behalf of the business, as well as the business details.

Business Name

Registration Number

Business Address

Postal Code

Active Email Address

Installation Address

Complex Name & Number

Street Name & Number

Suburb

City

Province

Postal Code

Delivery Address

Address

Postal Code

Initial Here

Debit Order Mandate

The debit order must be processed via the Mweb account holder's bank account - the Mweb account holder and the bank account holder must be the same.

Name of bank account holder	
Address	
Bank Name	
Bank account number	
Branch name	
Branch number	
Type of account (delete not applicable)	Current / Savings / Transmission
Date	
Beneficiary	Mweb (Pty) Ltd
Address	ParkOne Heron Crescent, Century City, Cape Town, 7441
Abbreviated shortname to be used	Mweb (followed by your account number)

The Mweb account number and Activation Date will be confirmed after the account capture and will be emailed to the Mweb account holder before the first debit order is processed.

I / We hereby authorise Mweb (Pty) Ltd to issue and deliver payment instructions to its banker for collection against my / our above mentioned account at my / our above mentioned bank on condition that the sum of such payment instructions will not differ from my / our obligations as agreed to in the Mweb Agreement, Application Form and Product terms found at <https://www.mweb.co.za/legal-notices/home>.

The individual payment instructions so authorised must be issued and delivered on the date when the obligation in terms of the Mweb Agreement, Application Form and Product terms is due and the amount of each individual payment instruction will be in accordance with the Mweb Application Form and the product applicable terms and conditions.

The payment instructions so authorised will carry the Abbreviated Shortname and your account number in the payment instructions and will be provided to identify the specific contract. **Mweb will collect payment** via debit order from the banking details you provided to us on the **last working day of each month. In the first month, Mweb will collect pro-rata subscription within 5 days of Activation of the Mweb account.** MWEB may bill you for any non-subscription charges e.g. Order processing fees, setup fees, hardware costs and/or installation fees prior to the Activation Date. A processing fee of R50.00 (incl. VAT) will be charged on all returned debit orders. For more information on how payment works, please see Clause 8 of MWEB's General Terms and Conditions found at <https://www.mweb.co.za/legal-notices/home>.

Subsequent payment instructions will continue to be delivered in terms of this authority until the obligations in terms of the Mweb Agreement have been paid or until this authority is cancelled in terms of Mweb's General Terms and Conditions.

MANDATE

I / We acknowledge that all payment instructions issued by Mweb 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 Mweb Agreement. I / we also understand that I / we cannot reclaim amounts, which have been withdrawn from my / our account (paid) in terms of this authority and mandate if such amounts were legally owing to Mweb.

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.

Signed at on this day of

Signature

Signature as used for operating the bank account

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Choose your Fibre Package

Infrastructure Provider

Speed (Mbps)

Uncapped Product

Price (PM)

Installation and / or Connection Deal Once-off 6 months

Router Options

Router No Free to use

Router Model

Agent Notes / Promotional Details

Declaration

Please read and sign this declaration

1. I declare that the information given by me is true and correct.
2. I warrant that I have the contractual capacity and/or am duly authorised to enter into this agreement with Mweb.
3. I have selected the product and services indicated above and understand the services I will be receiving from Mweb (Pty) Ltd.
4. I accept the General Terms and Conditions, which may be found at <https://www.mweb.co.za/legal-notices/terms/general-terms-and-conditions>
5. I accept the Broadband Fibre to the home Product Terms and Conditions, which may be found at <https://www.mweb.co.za/legal-notices/terms/broadband-fibre-to-the-home>
6. I accept that any relevant promotional terms and conditions have been explained to me by the sales agent.
7. I understand that important clauses in the Mweb Terms and Conditions, which may limit or involve some risk for me, may be in bold or italics. I will read and pay special attention to these clauses. I understand that every clause is important and that by signing this application and by accepting the Mweb Terms and Conditions I agree to everything in it.
8. If I do not understand any of the Terms and Conditions indicated above, I understand that I must contact Mweb immediately to cancel my application.
9. I understand the conclusion of this agreement may be subject to credit vetting and I agree to a credit check being done
10. I understand that the conclusions of this agreement is dependent on coverage at my stated physical address.
11. I understand that activation of the Mweb Fibre product is subject to the completion of the Fibre line installation into the stated physical address by the relevant Fibre infrastructure provider. Activation and billing will take place once this is completed and the selected product is active.

Date

Print Name

Signature

Please include the following documents with your application:

Individuals:

1. Copy of the SA ID OR valid passport for non – SA citizens, of the account holder.
2. Copy of proof of residence of the account holder (Bank statement, municipal bill, retail store bill or Telkom bill) not older than 3 months.

If in the name of a Small Business:

1. Individual documents of the small business representative as above.
2. Small Business letterhead or similar document reflecting the name, address and registration number of the small business.
3. Letter of authority or affidavit from the small business confirming that the representative is authorized to act on behalf of the small business.

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