



PHYSICAL: Centuria Park, Unit 8,
265 Von Willich Rd, Centurion
POSTAL: PO Box 10152, Centurion 0046
SWITCHBOARD / SALES: 012 663 2500
ACCOUNTS: 012 663 1515 FAX: 086 688 5622

VoIP SIP Application Form

COMPANY / CLIENT INFORMATION				
Company Name:				
Company Postal Address:				
City:		Postal Code:		
Company Reg. No. :		VAT No. :		
Name:		Surname:		
Telephone No:		Fax No:		
Cell Number:				
E-Mail Address				

METHOD OF PAYMENT - DEBIT ORDER DETAILS

I, the undersigned, request **3Gi Internet services** to arrange with my bank to collect, by means of the debit order system, the payments in terms of the stipulations of the contract and payments in advanced (as they may be amended from time to time/where applicable/where so requested) of the above-mentioned against my account.

Account Name:			
Bank Name:		Account Type:	
Account Number:			
Branch Name:		Branch Code:	

METHOD OF PAYMENT – PREPAID DEPOSIT DETAILS

Payment on PrePaid calls has to be confirmed by proof of payment from Bank email service only to 086 688 5622 or accounts@3gi.co.za

Banking Details:	FNB Centurion, Cheque, 3Gi, Acc: 620 1677 9459 Branch: 261 550
Proof of payment to be faxed to 086 688 5622 or email accounts@3gi.co.za	

Please note:

- The service is for Voice over IP usage and the monthly Trunk rental will be invoiced for a full month irrespective of when the service has commenced plus one full month upfront.
- 3Gi offer voice termination in Advance (pre-paid) or Arrears (post-paid)
 - On Arrears billing, the invoice is automatically generated and emailed on the 27st of each month in respect of that month's service fee and the previous month's calls,
 - Payment is collected strictly via debit order 1st of every month
 - Advance billing will need to pay via EFT
 - Top-ups will generally be processed within 4 hours (during office hours) of the funds clearing.
- All rates include VAT and are subject to interconnect rate changes.
- The 3Gi VX service includes detailed, real time billing information via Web interface

ACKNOWLEDGEMENT

The client acknowledges that the provision of the services and products after 3Gi (Pty) Ltd's acceptance of this application is subject to the terms and conditions available at the following internet address: <http://www.3Gi.co.za> or may ask to have a hard copy made available by contacting the sales division on 012 663 2500. This agreement is subject to a 12 month contract

I have read the terms and conditions contained herein and agree to be bound by such terms and conditions and the terms and conditions relating to the specific products.

Client Name

Signature

Date



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3Gi – Monthly Line Service

Monthly Fees for VoIP service (12 Month Contracts)			
Qty		Setup	Monthly @
	VoIP SIP Service activation subject to a once off R 95 per Outbound Line	R 95	
	VX-MSIP (Mobile SIP – Single Month to Month contract)		R 25
	VX-SIP 1 (Single SIP** Simultaneous In/Outbound Line – Month to Month contract)		R 25
	VX-SIP 5 (Five SIP** Simultaneous In/Outbound Lines – Month to Month contract)		R 125
	VX-SIP 10 (Ten SIP** Simultaneous In/Outbound Lines – Month to Month contract)		R 250
	Additional SIP** Simultaneous In/Outbound Lines – Month to Month contract)		R 15
	Telkom / Neotel Geographical number (012, 011, 021, 031 etc.) porting analog	R 450	
	SIP SSL Certificate (Yearly)	R 150	
	Inbound 087 Numbers required (DID)		R 0

** Outbound Line are based on the number of simultaneous calls made by your business at any **one time, (Unlimited Inbound Lines)**

3Gi – VX1 PrePaid **

Destination	Peak / Off Peak per Min
Telkom Landlines	R 0.32
Telkom 0861 / 0860	R 0.42
Telkom 0800 / Short Number	R 0.00
Mobile Networks - Vodacom / MTN / Cell C / Telkom Mobile	R 0.69
VOX-to-VOX (On Network)	R 0.00
All other Networks From	R 0.45
Inbound Call Rebates ***	R 0.05
International *	From R 0.20

All rates include VAT and are subject to interconnect rate changes. All Calls are billed per second from the first second

* International rate sheet available @ www.3gi.co.za

** VX1 required a minimum VX-SIP 5 package to qualify and 1 month pre-paid reserve

*** Inbound Call Rebates payable per full minute

Monthly Payment Options	Monthly TOPUP Debit order
Active prepaid amount on system (VX1 Only)	R

3Gi – VX2 PrePaid

Destination	Peak / Off Peak per Min
Telkom Landlines	R 0.35
Telkom 0861 / 0860	R 0.42
Telkom 0800 / Short Number	R 0.00
Mobile Networks - Vodacom / MTN / Cell C / Telkom Mobile	R 0.79
VOX-to-VOX (On Network)	R 0.00
All other Networks From	R 0.47
International *	From R 0.20

All rates include VAT and are subject to interconnect rate changes. All Calls are billed per second from the first second

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3Gi – VX-MSIP

Mobile SIP Client utilises 3G data to transport voice calls to the 3Gi network from which they are delivered to the end party. Each SIP user is supplied with a 087 number, the 087 number will be the displayed CLI (caller identity) for all outbound calls and the user is able to receive inbound calls as well.

- All Calls will be charged according to the standard VX2 prepaid rate
- SIP client required on phone of SIP 3rd Party APP

Add-on VoIP service	Route to	Monthly
Failover forward to Fix line No.		R 0
Fax2Email service (Receive Only)		R 0
Fax2Email Service (Send and Receive)		R 5



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STANDARD TERMS AND CONDITIONS FOR VoIP SERVICES

1. The Service

- 1.1 **This Service is intended to be used as a second telephone facility. It should under no circumstances be construed to be, or used as a primary telephone service, and 3Gi takes no representations in this regard.**
- 1.2 You are required to have the following in place in order to access and make use of the Service:
 - 1.2.1 Suitable connectivity (3Gi only recommends ADSL or leased line connectivity); and
 - 1.2.2 The necessary VoIP Device(s) to make use of the Service.
- 1.3 VoIP Numbers:
 - 1.3.1 The allocation of a number is made subject to the relevant terms and conditions of use imposed by the Independent Communications Authority of South Africa (ICASA).
 - 1.3.2 **3Gi cannot guarantee the provision of any specific number/s to you** and although it shall use its reasonable endeavours to provide sequential numbers, if requested, 3Gi cannot guarantee that it shall be able to do so.
 - 1.3.3 Subject to the provisions of clause 1.3.2 any number/s supplied to you is/are supplied to you for the purpose of use in terms of the Service and whilst such number is personal to you for the duration of 3Gi provision of the Service to you, you shall never become the owner of such number. **Accordingly you may not sell, lease, transfer, assign or otherwise alienate your rights in respect of such number/s, contrary to the provisions of these Service terms and the use thereof shall only be for the duration of 3Gi provision of the Service to you.**
 - 1.3.4 **If the Service is suspended by 3Gi in terms of the Standard Terms and Conditions or as a result of a breach by you of the Agreement, 3Gi cannot guarantee that the same number/s allocated previously would be allocated to you again.**
 - 1.3.5 **3Gi does not make any representation of whatever nature that the number allocated to you will be reachable from Telkom's network or from any other telecommunication platforms.** 3Gi shall however use its reasonable endeavours to ensure that the number allocated to you will be reachable by other users of the Service or related Services, but cannot supply any guarantees in this regard.
 - 1.3.6 **3Gi shall not be liable for any loss, damage, costs or expense of whatever nature arising from such change of number(s) or unavailability of numbers or the Service.**
- 1.4 The Service operates on the basis of a fair usage policy, which is designed to ensure that the minutes available to the vast majority of our customers are not negatively impacted because of excessive usage by other customers. 3Gi continuously monitors usage patterns and may restrict the service to very heavy users.
- 1.5 The quality of the Service depends on various factors, including your location, line quality, Internet traffic, fluctuations in the internet, your underlying internet service, service outages etc. **We accordingly do not guarantee, warrant or represent the quality of the calls or the clarity of voice.**
- 1.6 The Service will not function during an electrical power or broadband outage.
- 1.7 The Service may not be compatible with certain internet services.
- 1.8 The Service may be impaired when you upload or download data using the connectivity over which the Service is used, at the same time as making or receiving a call.
- 1.9 **3Gi specifically does not guarantee, warrant or represent that:**
 - 1.9.1 **Our rates are cheaper than normal PTSN calls;**
 - 1.9.2 **Should you use an emergency services number that it will operate correctly and/or that your location will be ascertainable based on your number; or**
 - 1.9.3 **All local or international telephone numbers can be called.**

2. Charges

- 2.1 The charges payable for the Service are displayed on the Service Website. Rates per minute vary according to the destination which is called.
- 2.2 Each account shall be limited to a monthly PrePaid. Once this monthly spend limit is reached, no further chargeable calls will be permitted via the Service until the PrePaid amount has been restored by EFT. The Service shall however continue to operate in terms of receiving calls and allowing the use of free calls to other users of the Service.
- 2.3 The monthly spend limit may be increased at the request of Client to any value, however Client will be required to pay to 3Gi a deposit equal to the required monthly spend limit amount. This deposit shall be kept by 3Gi until the account is terminated and refunded to Client subject to clause 3.3 below.
- 2.4 3Gi reserves the right to adjust service charges at their sole discretion. Existing subscribers will receive one month's notice relating to price adjustments.
- 2.5 It is the policy of 3Gi to provide subscription only on the basis of a debit order on a bank account.
- 2.6 Returned Direct Debit transfers will be subject to a R75 handling fee.
- 2.7 3Gi reserves the right to withhold access for overdue accounts, while the subscriber shall continue to be liable for the service until the conditions of notice of termination are fulfilled.

3. Duration and Termination

- 3.1 Upon termination of this Agreement, any outstanding amounts will be due and payable within 30 (thirty) days of termination.
- 3.2 Should you wish to migrate to another 3Gi VoIP service, it will be considered a termination of this Service and accordingly you will first need to settle all outstanding amounts herein before you can be migrated.
- 3.3 Should payment not be received in accordance with clause 3.1 above, the amount outstanding shall be deducted from the deposit where such deposit has been paid to 3Gi in connection with the use of the Service.
- 3.4 Where a deposit has been paid to 3Gi in connection with the use of the Service, such deposit shall be refunded to Client within 30 (thirty) days of termination, subject to 3.3 above.
- 3.5 Cancellation of a subscription does not release the account holder from paying any and all amounts due to 3Gi at the time of cancellation.
- 3.6 The agreement shall continue indefinitely and shall be terminable on the expiry of 1 calendar month written notice given by either party to be effective on any anniversary of the Effective Date.