

Checklist when submitting the Registration form for a company

Please ensure that all required documents are returned with your registration form. This will ensure speedy approval.

COMPANY USE

Necessary documents	Tick Yes/No
All fields completed correctly.	
Each and every page initialled in bottom right hand corner.	
Copy of Company Registration Certificate CK1/CK2 or CM1/CM2 to be attached.	
Copy of signatory's ID to be attached.	
Copy of ID books for all directors to be attached.	
Copy of company letterhead and company profile to be attached.	
Proof of banking details	

Checklist when submitting the Registration form for Personal use

Please ensure that all required documents are returned with your registration form. This will ensure speedy approval.

PERSONAL USE

Necessary documents	Tick Yes/No
All fields completed correctly.	
Each and every page initialled in bottom right hand corner.	
Copy of proof of address	
Copy of ID to be attached.	
Proof of banking details	

Initial _____

Account Registration Detail (Company or Personal)	
Company: <input type="checkbox"/>	Personal: <input type="checkbox"/>

Personal Details: (All fields required)			
Full Name:		Email Address:	
Identity Number:		Company Name:	
Telephone number:		VAT number:	
Cell Number:		Company Registrations:	
Fax Number:		Date Required:	
Postal Address:		Physical Address:	
Current Employer		Next of Kin (Name & Nr)	
Employer Number		Next of Kin Address	

Banking details (All Fields required)			
Account holder			
Bank		Branch & Town	
Branch Code		Account Number	
Account Type	Current / Cheque <input type="checkbox"/>	Savings <input type="checkbox"/>	Transmission <input type="checkbox"/>

I.....hereby authorize Tel-A-Care to debit my account with the monthly instalment for internet services, paid in advance, on the 1st 5th 15th or 30th /31st Please send all account details, alerts, corresponds by Email to the following:
.....

Tel-A-Care Secure Web Login information (Office use only)			
Email Username:		Email Password:	
Wireless Username:		Wireless Password:	
Support Username		Support Password:	

BELOW OFFICE ONLY

New LTE/LTE-A packages up to 50mb speed (All packages are subject to a once-off purchase of Cell c -Compatible LTE Wireless Router)						
Cap limit	SIM deal	Router	12 month contract	Price		QTY
20GB LTE-A	<input type="checkbox"/>	<input type="checkbox"/> sim deal	<input type="checkbox"/>	R		<input type="checkbox"/>
50GB LTE-A	<input type="checkbox"/>	<input type="checkbox"/> sim deal	<input type="checkbox"/>	R		<input type="checkbox"/>
100GB LTE-A	<input type="checkbox"/>	<input type="checkbox"/> sim deal	<input type="checkbox"/>	R		<input type="checkbox"/>
200GB LTE-A	<input type="checkbox"/>	<input type="checkbox"/> sim deal	<input type="checkbox"/>	R		<input type="checkbox"/>
VoIP phone home	Once off <input type="checkbox"/>		<input type="checkbox"/>	R	R pm	<input type="checkbox"/>
VoIP Phone Business	Once off <input type="checkbox"/>		<input type="checkbox"/>	R	R pm	<input type="checkbox"/>

I.....hereby authorize Tel-A-Care to debit my account with the monthly instalment for internet services paid in advance, as per date indicated above. I also understand the Terms & conditions attached.

GENERAL PRODUCT INFORMATION

What is LTE-A?

LTE is a mobile broadband technology that uses radio spectrum to provide wireless Internet access.

What is LTE-Advanced?

LTE-A or LTE Advanced is the latest wireless broadband technology and is seen as a step up from 3G and LTE due to the superior connectivity speeds, improved stability and coverage.

What speeds will you get?

With LTE-A users can expect speeds up to 50Mbps in ideal network and coverage conditions.

Speed is dependent on the location of the connecting router on the coverage map.

It also depends on how many people in the area are connected at the same time on the network and how many devices are being used in-home at the same time.

Why choose Tel-A-Care LTE – Advanced products?

Simple and easy, self-installed in-home connectivity that's affordable without any fixed line installation needed.

A connectivity solution for those who don't have access to ADSL or Fibre to the home connectivity because of lack of infrastructure in the area in which they live.

No nasty month end bill surprises AND no out of bundle rates. The products are hard Capped which means that once you run out of data you'll need to buy a booster product and won't be charged out of bundle fees.

No long term contracts.

Ideal for...

Those who want to connect quickly without going through an installation process that is required for ADSL and Fibre to the home connectivity.

Those who live in an area where copper ADSL lines have been stolen, or are frequently stolen.

People who are renting and don't have permission to have fixed line ADSL or Fibre to the home connectivity installed.

Those who don't want a voice landline with their ADSL connectivity, but still want fixed line connectivity.

Those who want to be able to put the router device anywhere in the house and not only at a fixed specific point.

What is a Booster?

Tel-A-Care LTE-A products are hard capped, which means that when you run out of data you need to purchase a Booster to continue browsing. You can do this via the Account portal. Boosters are valid for 30 days from date of purchase.

I.....hereby authorize Tel-A-Care to debit my account with the monthly instalment for internet services paid in advance, as per date indicated above. I also understand the Terms & conditions attached.

Tel-A-Care LTE/LTE-A Terms and Conditions

1. Introduction

1.1 Tel-A-Care (PTY) Ltd sells access to its network on a subscription and prepaid basis which facilitates use of the world wide web, electronic mail, FTP and USENET "access") via a wireless connection for Tel-A-Care (PTY) Ltd members who enter a valid user name and password.

1.2 Please note that your use of the Service is governed by the terms and conditions set out herein, together with our General Terms and Conditions and other notices under "General" on our Legal Notices Webpage (together "the Terms"). Before using the Service in any way whatsoever, you must read and ensure your understanding of and unconditional agreement to all of the Terms. Use of the Service implies your acceptance without modification of all of the Terms, will constitute a legal agreement between you and Tel-A-Care (PTY) Ltd. If you do not agree to all of the Terms, you may not use the Service.

1.3 I Tel-A-Care (PTY) Ltd reserves the right to update or revise the Terms from time to time on notice to you. The updated or revised version of the Terms will be displayed on this website together with the date on which it will become effective. Please check the Terms periodically for changes. Your continued use of the Service following the posting of any changes to the Terms constitutes your acceptance of those changes.

1.4 Unless the context clearly indicates the contrary, any term defined in the General Terms and Conditions when used herein, shall bear the same meaning as defined in the General Terms and Conditions.

1.5 To the extent that there is any contradiction between the General Terms and Conditions and these terms the following order of precedence shall apply: (i) these terms; and (ii) the General Terms and Conditions.

2. Interpretation

2.1 "Service(s)" means the service described in 1.1 above;

2.2 "Subscription Fee" means the fee provided for in clause 5.1 below, as set out in Tel-A-Care's standard price list from time to time.

3. Conditions of access

3.1 Tel-A-Care (PTY) Ltd hereby, with effect from the effective date, grants you access to the Service subject to the Terms.

3.2. You hereby acknowledge receipt of such access and agree that:

3.2.1. you will use your user name and password for your own personal use only;

3.2.2. you will not disclose your user name and password to any other person for any reason whatsoever and will maintain the confidentiality thereof;

3.2.3. in the event that your password is compromised, you will immediately notify Tel-A-Care (PTY) Ltd and change your password

3.2.4. you will not, at any time, permit and/or initiate a simultaneous network log-in; and

3.2.5. you will not attempt to circumvent Tel-A-Care's user authentication processes or engage in attempts to access Tel-A-Care's / Cell c network where not expressly authorized to do so.

3.3. Should you fail to comply with any of the provisions of clause 3.2, you agree to pay to Tel-A-Care (PTY) Ltd immediately, on demand, all costs, loss and/or damages incurred or suffered by Tel-A-Care (PTY) Ltd as a result of your breach. This may include (without being limited to) the payment of an additional membership fee.

4. Service Availability

4.1. Tel-A-Care (PTY) Ltd will use reasonable endeavors to keep the Service available at all times. However, you agree that Tel-A-Care shall not be liable to you or any other person whatsoever in respect of any loss or damages caused by or arising from the unavailability of, or any interruption in the Service for any reason whatsoever.

4.2. Tel-A-Care (PTY) Ltd will use its best endeavors to notify you of any maintenance and repairs which may result in the Service being unavailable, but does not warrant that such notice will be given in advance.

4.3. Neither you nor any other person shall have any claim against Tel-A-Care (PTY) Ltd for any direct, consequential, incidental, indirect or special loss or damages including (without being limited to) business interruption, loss of business information, loss of data or other pecuniary loss, arising from the unavailability of, or interruption in the service as contemplated in clause 4.1, regardless of whether such claim is based on breach of contract, delict, breach of implied warranties or otherwise and even if the possibility of such loss or damages could have been foreseen.

5. Payment

5.1. You agree to pay the Subscription Fee, which may include (without being limited to) the monthly access fee, usage fees, fees for closed user groups and fees for other services you may subscribe to from time to time. Unless we specifically agree otherwise, the Subscription Fee will be payable monthly in advance, except for usage fees, which will be payable monthly in arrears.

5.2. We will invoice you for the Subscription Fee on a monthly basis, unless we specifically agree otherwise.

5.3. The Subscription Fee and all other amounts payable in terms hereof shall be paid free of exchange and without deduction or set-off by way of a direct debit order (drawn against a current banking account nominated by you) in favour of Tel-A-Care (PTY) Ltd, or in such other manner as Tel-A-Care (PTY) Ltd may from time to time determine. You agree that by furnishing your bank details, you authorise Tel-A-Care (PTY) Ltd to deduct all amounts payable in terms of this agreement from the account specified. Should we require you to, you agree to sign all such forms and do all such things as may be necessary to give effect hereto.

5.4. Should you fail to pay any amount on the due date for payment or should you be in breach of clause 8.5 of the General Terms and Conditions, then, without prejudice to any other rights Tel-A-Care (PTY) Ltd may have:

5.4.1. such amount shall bear interest at the rate of 2% above the prime overdraft rate of Tel-A-Care's bankers from time to time, calculated from the due date until the date of payment (both dates inclusive) and will be capitalised monthly;

5.4.2. Tel-A-Care (PTY) Ltd shall be entitled to take all such further steps as may be necessary to recover the outstanding amount from you, in which event you agree to pay all costs associated with such recovery on an attorney and own client basis;

5.4.3. Tel-A-Care (PTY) Ltd shall be entitled to, without notice, suspend your access to the Service until such time as the outstanding amount has been paid in full (a reconnection fee of R20.00 will be charged to reconnect services); and/or

5.4.4. Tel-A-Care (PTY) Ltd shall be entitled to terminate this agreement with immediate effect.

5.5. Tel-A-Care (PTY) Ltd shall, in its sole discretion, be entitled to increase or decrease the Subscription Fee at any time. Tel-A-Care (PTY) Ltd undertakes to give you at least 30 days written notice of any such increase or decrease. Should the amended fee be unacceptable to you, you may terminate this agreement in accordance with clause 8 below, failing which the amended fee shall take effect on the date indicated in the written notice.

5.6. You may not withhold payment of any amount due to Tel-A-Care (PTY) Ltd in terms of this agreement by reason of any alleged breach of this agreement by Tel-A-Care (PTY) Ltd, nor will you be entitled to any discount, refund or other credit under any circumstances.

6. Security

6.1. In order to ensure the security and reliable operation of the Service to all Tel-A-Care (PTY) Ltd members, Tel-A-Care (PTY) Ltd hereby reserves the right to take whatever action Tel-A-Care (PTY) Ltd finds necessary to preserve the security and reliability of its network.

6.2. You may not utilize the Service in any manner which may compromise the security of Tel-A-Care's / Cell c network or tamper with the Service or the network in any manner whatsoever.

6.3. It is your responsibility to take precautions and provide security measures that are suited to your situation and your intended use of the Service and Tel-A-Care (PTY) Ltd strongly recommends that you take measures to secure your hardware, software and Internet communications, whether through the use of virtual private networks, personal firewalls, encryption or otherwise.

6.4 Tel-A-Care (PTY) Ltd can provide these services as an additional service with additional cost but does not offer or provide these solutions standardly with the packages listed and therefore cannot guarantee or be held responsible for their effectiveness. This applies for any use of wireless technology via any service provider.

7. User Etiquette and Abusive Behaviour

7.1. You hereby agree to adhere to generally acceptable Internet and e-mail etiquette. In this regard, without being limited to the examples listed below, you agree not to:

7.1.1. engage in any abuse of e-mail or spamming, including (without being limited to) the posting or cross-posting of unsolicited articles with the same or substantially the same message to recipients that did not request to receive such messages;

7.1.2. take any action aimed at deceiving or misleading any person, attempt to impersonate or misrepresent your affiliation to any person or forge headers or otherwise manipulate identifiers in order to disguise the origin of anything posted or transmitted through the Service;

Head Office: 4 Langverwacht Road, Kuils River, Cape Town. 7580

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7.1.3. use the Service to post or transmit anything which is defamatory, discriminatory, obscene, offensive, threatening, abusive, harassing, harmful, hateful or which carries child pornography, religious or racial slurs or threatens or encourages bodily harm or the like or which may violate any person's personality rights;

7.1.4. use the Service to make fraudulent offers to sell or buy products, items or services or to offer or solicit for any type of financial scam such as "pyramid schemes" and "chain letters";

7.1.5. use the Service in a manner that may infringe the intellectual property rights (for example copyright or trade marks) or other proprietary rights of others, including (without being limited to) the transmission of pirated software;

7.1.6. use the Service in any manner which could damage, impair, overburden or disable the Service or interfere with any other party's use or enjoyment of the Service;

7.1.7. use the Service to post or transmit anything which contains viruses or any other destructive features, regardless of whether or not damage is intended;

7.1.8. cancel any Usenet post other than your own;

7.1.9. repeatedly post gratuitous off the topic postings;

7.1.10. gather e-mail addresses and/or names for commercial, political, charity or like purposes or use the Service to collect or attempt to collect personal information about third parties without their knowledge or consent; and

7.1.11. violate the privacy of any person or attempt to gain unauthorised access to the Service or any other network, including (without being limited to) through hacking, password mining or any other means; and/or

7.1.12. use the Service to engage in any illegal or unlawful activity.

7.2. Should you engage in any one or more of the above practices, which shall be determined in Tel-A-Care's sole discretion and which decision shall be final, then Tel-A-Care (PTY) Ltd shall be entitled, without prejudice to any other rights it may have, to:

7.2.1. without notice, suspend your access to the Service;

7.2.2. terminate this agreement with immediate effect;

7.2.3. bill you for any costs incurred by Tel-A-Care (PTY) Ltd, including (without being limited to) bandwidth, administration costs, downtime, usage of Tel-A-Care's name or registered domain names and CPU cycles; and/or

7.2.4. not with standing Tel-A-Care's privacy policy, disclose any information relating to you, whether public or personal, to all persons affected by your actions.

8. Duration

Subject to the provisions of clause 3.8 of the General Terms and Conditions, this agreement will commence on the effective date and will endure for an indefinite period, subject to the right of either party to terminate this agreement at any time by means of 1 (one) calendar month prior written notice to such effect to the other party. Upon termination of this agreement, any outstanding amounts remain payable and have to be settled within 30 days of termination.

9. Tel-A-Care LTE/LTE-A Pricing includes VAT. You will be billed for the required LTE/LTE-A deal at R_____ per month over a period of 12 month or month to month . This service is subject to credit checks. RICA verification will be conducted on delivery. Please ensure that you are available to receive delivery and have you ID document and proof of address not older than 3 months old on hand. Your service will only be active upon successful RICA verification. The service is provided as a fixed wireless broadband service and should a customer relocate, network coverage and reliability cannot be guaranteed. The network operator reserves the right to limit the service to specific base stations.

10. Tel-A-Care LTE-A products are hard capped, which means that when you run out of data you need to purchase a top up to continue browsing. We can do this via the Account portal. Top up are valid for 30 days from date of purchase.

11. All LTE/LTE-A deals with a 12 month contract must pay a deposit towards the router R_____ on the day you signed the contract or the day of delivery or collection when sim deal/router deal has arrived for collection or delivery.

12. Tel-a-care LTE/LTE-A once off Router for Huawei B315 is R1700 new and refurbished router is R1200. Please keep in mind that you will be billed for pro rata data which we explain via email, calling, face to face, whatsapp or sms.

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