



accounts@ems-wireless.co.za
3 Kisner Wedge
Rayton
Pretoria
076 407 0232 Lukas (Support)
061 740 3613 Anita (Sales)

Client Information

Name		Company Name	
Surname		Reg No	
Contact Person for Payments		Work No	
Cell No		Vat No	
ID No (Attach Copy of ID)			
Address			
Agent / Sales Rep		Email Address	

Packages

Home Uncapped Basic Packages Month To Month best effort service (least priority on network)

Package	Speed up to (Download /upload Rate)	Contention	Monthly	Tick
Budget Home 4	up to 4 Mbps / 2 Mbps	best effort service	R 199.00	
Budget Home 7	up to 7 Mbps / 3 Mbps	best effort service	R 299.00	
Budget Home 10	up to 10 Mbps / 5 Mbps	best effort service	R 499.00	
Budget Home 12	up to 12 Mbps / 6 Mbps	best effort service	R 599.00	
Budget Home 15	up to 15 Mbps / 7 Mbps	best effort service	R 799.00	
Budget Home 20	up to 20 Mbps / 10 Mbps	best effort service	R 999.00	
Budget Home 25	up to 25 Mbps / 12 Mbps	best effort service	R 1,299.00	

Home Uncapped / Home Business Uncapped (Priority Service) No FUP , No Throttling , No Shaping

Package	Speed up to (Download /upload Rate)	Contention	Monthly	Tick
Gamer's choice 4	up to 4 Mbps / 4 Mbps	2 to 1	R 299.00	
Gamer's choice 7	up to 7 Mbps / 7 Mbps	2 to 1	R 499.00	
Gamer's choice 10	up to 10 Mbps / 10 Mbps	2 to 1	R 799.00	
Gamer's choice 12	up to 12 Mbps / 12 Mbps	2 to 1	R 899.00	
Gamer's choice 15	up to 15 Mbps / 15 Mbps	2 to 1	R 999.00	
Gamer's choice 20	up to 20 Mbps / 20 Mbps	2 to 1	R 1,299.00	
Gamer's choice 25	up to 25 Mbps / 25 Mbps	2 to 1	R 1,499.00	

Business Uncapped (Priority Service) (8AM -5 PM) Priority Service there after Best effort service

Package	Speed up to	Contention	Monthly	Tick
Business 10	10 Mbps	1 to 1	R 799.00	
Business 12	12 Mbps	1 to 1	R 899.00	
Business 15	15 Mbps	1 to 1	R 999.00	
Business 25	25 Mbps	1 to 1	R 1,499.00	

EMS Protect

Replacement of Outdoor antenna And Access Point in Case of Lightning Damage or Surges (does not include Theft)

	Equipment Installed	Monthly	Tick
Outdoor CPE Ubiquity	This is per Outdoor Device (Dish)	R 90.00	
Indoor Wireless AP	THIS IS PER Indoor Router that EMS Supplied	R 20.00	

Installation Fee

Standard Installation

Month to Month (once off Install Fee) (Standard install)	R 2,999.00
Standard call out fee (For problem on client's side)	R450 (Once off payment)
Maintenance Plan (Onsite support)	R 150 p.m.

EMS-Wireless PTY Ltd Banking Details

FNB Business Account

Acc no: 63123921082

Branch: 255355

Cheque

Terms and conditions

All Hardware will remain the property of EMS-Wireless until the account is paid/settled in full if not paid all charges to collect will be on client account

Monthly payments must reflect on our bank accounts by the 5th of each month

R250 reconnection fee will be charged if line is cut off due to non payment (Suspension of Services does not imply cancelation of service)

1 Calendar month notice(1st of month to last day of month) on Cancelation of contract must be given in writing to accounts@ems-wireless.co.za

All support queries will be handled via ticket system support@ems-wireless.co.za

Any misuse on home uncapped packages or reselling of packages will result in a warning, continuous warnings will result in EMS-Wireless cancelling your services

Standard Install refers to 20m Cable -PB 300 Antenna-a Dstv Bracket or small tripod and 3m pole -a Tenda AP-Installation and setup of equipment at premises

Additional charges may apply if there is a non standard install the tech will do a signal test and determine how to proceed

When a line is suspended you are still liable for payment until cancelation is given in writing to accounts@ems-wireless.co.za 1 calendar month notice

Note that 1 claim on protect a calendar year is paid for in full there after 50% of the replacement fee will be covered and difference is payable by client

On installation a pop must be provided or sent to accounts@ems-wireless.co.za before the tech is allowed to leave site after install

We Reserve the right to change any packages or prices or service offerings if our suppliers do so and will be done in writing

Please Provide us with a copy of your ID , the address must be the one where the install takes place

By Signing this you acknowledge that you understand the terms and conditions in this document

and that you agree to the terms and conditions of our services and will be fully liable for any costs or outstanding amounts

I (NAME AND SURNAME) _____ acknowledge that I have read and understand all terms and conditions

1 Calendar month notice(1st of month to last day of month) on Cancelation of contract must be given in writing to accounts@ems-wireless.co.za

Customer Signature

Customer Name

Date