



# DOLPHIN COAST WIRELESS

Unit 15 Pinnacle Park, Dawood Close, Ballito 4420

PO Box 713, Ballito 713

(T): 032 946 2267 (F): 086 502 2053 (C): 083 230 4869

(E): sales@dcwireless.co.za

## CUSTOMER SALES ORDER

Please fill in the information below and email or fax to :

[sales@dcwireless.co.za](mailto:sales@dcwireless.co.za)

Fax : 086 502 2053

Name & Surname :			
ID Number:			
Physical Address :			
City:			
Postal Address :			
Home Tel :			
Office Tel :		Fax No :	
Contact person :		Cell No :	
Email :		Website :	

Package 1 :	Wireless 1 - 2Mbps at R350 per month (excl. Installation)	
Package 2 :	Wireless 2 - 3Mbps at R450 per month (excl. Installation)	
Package 3:	Wireless 3 – 4Mbps at R750 per month (excl. Installation)	
Package 4 :	Wireless 4 – 5Mbps at R850 per month (excl Installation)	
Package 5 :	Wireless 5 – 6Mbps at R950 per month (excl Installation)	
Package 6:	Wireless 6 – 7Mbps at R1050 per month (excl Installation)	
Package 7 :	Wireless 7 – 8Mbps at R1150 per month (excl Installation)	
Package 8 :	Wireless – 9Mbps at R1350 per month (excl Installation)	
Package 9:	Wireless – 10Mbps at R1500 per month (excl installation)	
Package 10 :	Wireless 10 – 6Mbps at R950 (Extreme) per month (excl installation)	
VoIP:	VoIP RENTAL – R100 per Month per number (excl. Installation)	
Internal Wireless :	Installation of an additional Access Point to increase at home connection	
Additional extras :		

Signature	
Date	

## **Important notes :**

1. DC Wireless will require access to your home to be able to install your connection
2. Installation is to a single point and does not include additional points or configurations
3. Internet connections will not be activated until all installations costs have been settled.

## **Standard Use Policy & Conditions**

### **Difference between Lite and Extreme Packages:**

Lite Package only allows torrent downloading between 12:00am – 06:00am

Extreme Package allows torrent downloading all day all night

### **Acceptable Use:**

This Acceptable Use Policy specifies the actions prohibited by Dolphin Coast Wireless to Dolphin Coast Wireless Internet customers. Dolphin Coast Wireless reserves the right to modify the Policy at any time.

### **Network Abuse:**

Dolphin Coast Wireless does not in any way support Spam or any form of network abuse and enforces the Dolphin Coast Wireless Terms and Conditions and Acceptable Use Guidelines on a stringent basis when complaints are made. Enforcement of Dolphin Coast Wireless and Conditions as well as its Acceptable Use Guidelines for reasons of Spam or Network Abuse will result in suspension or termination of account access privileges.

Complaints regarding Illegal Use or System or Network Security issues should be sent to support@dcwireless.co.za

Complaints regarding Spam or any other email abuse should be sent to support@dcwireless.co.za

these policies are directly in line with those provided by our upstream ISP (Neotel).

### **Illegal Use:**

The Dolphin Coast Wireless Network may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

### **Cancellation:**

Unless you have subscribed to the Wireless Service for a fixed term, you may end the Wireless Service by 30 (thirty) days written notice to us. The notice will take effect on the first day of the month immediately following the end of the 30 (thirty) day notice period

### **Non-payment and Suspensions:**

Non-payment of account will result in your service being suspended. If no payment is made within 10 days a re-connection fee of R 100 will be charged to your account.

### **Updating of these Terms and Conditions**

Provider reserves the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time.

### **Downtime and Service**

Dolphin Coast Wireless will require a maximum of 4 hours to repair a link that has disconnected for any reason

