

Home Internet Application Form

1. Customer Information

Customer Name	First Name:	Surname:
Contact Information:	Mobile:	Work:
	Email address:	
Social Media Handle (Optional):		
	Facebook	Twitter
	Instagram	
Postal Address:		
Physical Address:	Erf:	Street
	Location:	Town/city:
Service Address (If differ from Physical Address)	Erf:	Street
	Location:	Town/city:
Proposed Installation Date		
Payment Information	Period (Select with X)	Method (Select with X)
	Monthly:	Payment Method:
	Quarterly:	EFT:
	Yearly:	Cash:
	Other:	Debit Order:

2. Home Internet Service Plan

Instruction: We offer postpaid and prepaid. You have the option to choose between prepaid and postpaid plans. With prepaid, you can top up your internet using vouchers that are valid for a specific duration. For postpaid, you'll be charged monthly. Simply select the one that is affordable and suits you best.

Choose between Prepaid and Postpaid options, and then pick the package that suits your budget. **Home Prepaid Internet**

Package	Price (NAD)	Validity	Select (Pick one with X)
---------	-------------	----------	--------------------------

Nena	12.00	12 Hours	
Osho	90.00	7 Days	
Lela	115.00	14 Days	
Ondeya	305.00	30 Days	

Home Postpaid Internet

Package	Speed (Download /Upload)	Price/Monthly (NAD)	Select	6 Months	Select	12 Months	24 Months	Select
Stream	2/1 Mbps	240.00		228.00		216.60	205.77	
Fast Flow	5/2 Mbps	320.00		304.00		288.80	274.36	
Fast Stream	10/5 Mbps	580.00		551.00		523.45	497.28	
Extreme Stream	20/10 Mbps	1,100.00		1,045.00		992.75	943.11	

2.1 Standard Installation Fee

The standard fee for installation is NAD650, excluding VAT, is mandatory for all packages and must be paid before the installation can be completed, for more complex installations, such as double-story or challenging building structures, the installation fee will be determined after a site inspection based on the length of the cable and the mounting pole.

2.2 Additional Service (Optional)

Additional Service	Price (NAD)/per month	Select with X
Cybersecurity Security	10.00	
Managed router	5.00	

Cybersecurity services enable you to set up extra security measures, especially for kids, to prevent access to inappropriate content and block harmful websites on the internet.

Managed router is a smart device that ensures secure, fast, and interference-free internet, expertly maintained for a worry-free, smooth online experience and no neighbors can access your internet, providing an additional layer of security.

2.3 Additional Device (Optional)

Additional Devices	Price (NAD)	Select with X
Router	1,650.00 / router	
Security Camera	3,500.00 / camera	

--	--	--

An advanced router includes an additional router device including the setup to expand your home network if you need additional coverage.

A security camera is a typical wireless IP-based camera that's set up alongside your internet connection to enhance the security of your home, allowing you to access it online.

3 Attachment and Consent

3.3 Attachment

Our Internet service aims to bridge the digital divide in Namibia, and we believe in making it accessible to all. That's why our application process only requires a copy of your ID – no payslip or ITC check needed.

3.4 Certified Copy of ID

3.5 Applicant Consent:

I _____ (Applicant Name) hereby grant permission for the installation of wireless internet equipment in my residential premise as per the selected plan. I understand that the equipment will be wall mounted. I also acknowledge reading and agreeing to the terms and conditions of the wireless internet connection service attached to the application form. I hereby consent that information provided on the application form is correct and accurate to my best knowledge.

Home Wireless Internet Connection Contract

1.1 General Terms and Conditions 1.2 Equipment Ownership and Usage

1.2.1 All equipment installed at the Customer's premises is the property of Woza Networks and shall not be tampered with, modified, or removed without prior written consent from Woza Networks.

2. Fees and Payments

2.1 Installation Fee: The Customer shall pay the installation fee in advance before the installation of the wireless internet service.

2.2 Monthly Service Fee: All service fees are billed on the on or before 25th of each month and are due within 7 days from the invoice date except for pre-paid services.

2.3 Non-Payment and Service Suspension: a. Non-payment of fees will result in service degradation on the due date.

2.3.1 Postpaid: If fees remain unpaid for 14 days from the due date, Woza Networks reserves the right to suspend the service.

2.3.2 Postpaid: In the event of service suspension, a reactivation fee of NAD 250.00 will be invoiced to reinstate the service only for postpaid.

2.3.3 Prepaid, the account needs to at least receive 1 rechargeable voucher per month

2.3.4 Prepaid, service will be suspended after 3 months of no recharge on the link.

3. Equipment Relocation

3.1 If the Customer needs to relocate any equipment, they must provide Woza Networks with a written notification at least 5 working days before the intended move date.

3.2 Failure to notify Woza Networks of equipment relocation may result in a fee of NAD 100.00.

3.3 The cost of equipment relocation shall be NAD 450.00.

3.4 Damage Charges: a. The Customer shall be responsible for any damage to the equipment due to negligence, abuse, theft, or any actions beyond normal wear and tear.

3.5 The Customer shall be charged the full cost of equipment replacement in the event of damage as outlined in this section.

4. Duration

4.1 The agreement commences on the date of service activation, which will be communicated to the Customer, and is valid for a duration period as specified in the service plan selected by the Customer.

4.2 If the contract expires and no renewal or termination notice is received, the contract will continue as it is until either party terminates it, 30 days packages are subject to a 30 days termination notice.

5. Termination

5.1 Either party may terminate this Contract by providing a written notice of termination at least 30 days in advance.

5.2 If the Customer opts to terminate the contract before its term, the Customer is liable for all outstanding contract fees as of the desired termination date.

6. Breach of Agreement

6.1 In the event of a breach of this Agreement, the Customer can contact the Communications Regulatory Authority of Namibia (CRAN) for resolution.

7. Warranty

7.1 Woza Networks provides a limited warranty on its equipment for the duration of this Contract, except for damages caused by the Customer's negligence, abuse, or theft.

8. Governing Law

8.1 This Contract shall be governed by and construed in accordance with the laws of Republic of Namibia.

9. Entire Agreement

9.1 This Contract constitutes the entire agreement between the parties and supersedes all prior discussions and understandings, whether written or oral.

10. Amendment

10.1 Any amendment to this Contract must be made in writing and signed by both parties.

10.2 Contact Information

10.2.1 Provider: Woza Networks (PTY) LTD, sales@woza.com.na,

10.2.2 Customer: [Customer's Name] [Customer's Address] [Customer's Contact Information]

11. Additional Terms:

11.1 Availability of Service: Our services are only accessible in areas covered by Woza Networks infrastructure.

11.2 Speed and Data Limits: All our tariff plans are subject to shaping and fair use policies.

11.3 Tariff Pricing: Our tariffs are priced and quoted in Namibian Dollars (NAD, N\$).

11.4 Customer Equipment: Our standard installation comes with a customer router, which is included in the customer's chosen tariff plan.

11.5 Installation Fees: The standard installation fee is NAD 650.00 and covers service activation, equipment setup, and wiring.

11.6 Cybersecurity: Our tariff plans come equipped with basic internet cybersecurity as a standard feature.

12. Signature

12.1 Applicant Signature

Signed at _____ on this _____ day of _____ 20[]

Applicant Signature : _____

12.2 Woza Networks Signature

Signed at _____ on this _____ day of _____ 20[]

Signature: _____

Thank you for choosing Woza Networks. For any assistance or inquiries, please contact our customer support at (+26481) 354 9646 or sales@woza.com.na

FOR OFFICE USE ONLY	
Applica'on ID:	_____
Installa'on Date:	_____
Technician Name:	_____