

Terms and conditions

General terms

- The installation and activation fees are prescribed by the last-mile provider, not Bluedot Data.
- All packages are for residential signups only. Businesses, unfortunately, cannot sign up for these packages.
- Although we endeavor to keep our coverage data as accurate as possible, we are reliant on the maps provided to us by our last-mile partners, which may sometimes have slight inaccuracies.

1 - Installation, cabling and lead times

- Installation lead times are a guide based on averages and will vary. Line activation and connection times need to be added for full turnaround estimation.
- Openserve will do a pre-installation survey to calculate the amount of extra cabling required for your installation.

2 - Activation fees

- Activation fees are also applicable on-line migrations (when you move from one ISP to another).

3 - WiFi router

- A free to use WiFi router is included with selected providers only.

Shaping and prioritization

- Pure Fibre packages are uncapped, unshaped and unthrottled - There are no usage thresholds so you can use as much data as you like, whenever you like. No throttling or shaping will be applied.

Delivery

- A delivery fee of R249.00 will be charged for all router deliveries.
- For new Fibre installations, router delivery will only be dispatched once the last-mile provider has confirmed your Fibre installation order has been placed.

Cancellation policy

- Should you cancel your Pure Fibre less than 6 months from activation, or your account falls into arrears, you will be charged a cancellation fee of R1500.00.

FTTH call out charges

FTTH CALL OUT FEE

R 575,00

RE-SPLICE	R 575,00
REFLOAT	R 2 300,00
ONT REPLACEMENT	R 2 472,50
PSU REPLACEMENT FOR ONT	R 345,00

- FTTH call out chargers are billed directly from Openserve. Prices have no additional markups from the ISP.