



Application For Fixed Wireless Access/ Fibre Packages

Date:

Personal Details

First name:

Last name:

Nationality:

Title:

Birth date:

ID/Passport:

Postal address:

E-mail:

Contact numbers:

FWA/Fibre Unlimited Packages -24 Months-Residential/Micro

Description	Monthly Subscription	Tick to select
FWA Residential/Office Home: (DL 70Mbps)/UL25Mbps)	M649	
FUP: 150GB		
FMC Parameter -Top UP Bundle	Monthly Subscription	Tick to select
Data: 5 GB	M50	
Hours/Month (Talk time on week days): 2 Hours		
Free SIM: Up to 5		
Additional Privilege	Monthly Subscription	Tick to select
Data: 1GB	M20	

FWA/Fibre Unlimited Packages -24 Months – Residential/Micro

Description	Monthly Subscription	Tick to select
FWA Residential/Office Home: (DL 90Mbps)/UL30Mbps)	M899	
FUP: 300GB		
FMC Parameter-Top UP Bundle	Monthly Subscription	Tick to select
Data: 7 GB	M70	
Hours/Month (Talk time on week days): 5 Hours		
Free SIM Cards: Up to 7		
Additional Privilege	Monthly Subscription	Tick to select
Data: 1GB	M20	

TERMS & CONDITIONS

1. **24-Months Contract:** Benefits are loaded at the beginning of the contract (any date) and any unused benefits will not carry over to the following month
2. Fixed Mobile Convergence (FMC) Parameter qualifies the customer for Fixed Mobile Convergence benefits which includes mobile data, ETL to ETL minutes and free SIM cards depending on the FMC parameter that the customer prefers.
3. Subscribers who opt for Fixed Mobile Convergence benefits will be allocated benefits at the beginning of the month and benefits are valid for one calendar month.
4. Customers on FMC parameters can connect between 5 and 7 eligible SIM depending on the packages they have purchased.
5. These packages are for family members, friends or any person the primary account holder may wish to add under their account.
6. There are additional privileges of 1GB data and 12 minutes ETL to ETL per SIM card at M20 which will be added to the monthly subscription fee if the customer wishes to choose this package.
7. Modems shall remain ETL property for the duration of the contract.
8. The contracts will be automatically renewed for further terms unless terminated by written notice upon expiry of the subscribed term.
9. A customer who fails to honor/pay their invoices for two consecutive months will be suspended and will only be active after payment has been made.
10. In the event where a customer receives a service after the 1st of each month, such a customer shall be prorated for the first month and their monthly subscription will start billing from the second month of service.
11. Unless terminated by a customer at the end of the initial period, contracts will automatically be renewed month on month.
12. Termination and/or renewal rules: Customers are allowed to provide two months written notice period, failing which the customers shall be liable to the equivalent of two months subscription in penalties across the board.
13. Migration rules - Customers are allowed to give a one month written notice period before effecting migration, upward or downward.
14. Queries, complaints and concerns will be dealt with in terms of the LCA Consumer Protection Guidelines and Procedure of 2022.
15. Customers who wish to terminate their contracts within the initial contract term should provide two months written notice. Failing which, customers will be liable to pay the equivalent of two months' subscription.
16. Data Top ups shall be done at all ETL shops, through Ecocash and becha data using other ETL SIM cards on *100#.
17. Visit ETL website for more Ts & Cs at www.etl.co.ls

Physical address: _____ Signature: _____

For internal use:

AN No.:

Processed by:

Date Processed:

Signature:

Service No.: