



# WEBSITES SA

A division of The Web Bug

Thank you for your Account Application.

**Please Download, Print, Complete  
this Service Level Agreement and Debit Order Mandate.**

Return to [accounts@webbug.co.za](mailto:accounts@webbug.co.za) together with a  
copy of your ID.

Keep your copy of this document for your own records.

- Step 1 - Complete Application Form and Return
- Step 2 - We check if your domain name is available
- Step 3 - We send you your Startup Invoice and you pay the full Invoice
- Step 4 - We Register or Transfer your domain name.
- Step 5 - You supply website Information, Pictures, Logo`s
- Step 6 - We start building your website
- Step 7 - You have a look at what we have done and make Suggestions & Changes
- Step 8 - We Complete the website and Launch the site.
- Step 9 - We monitor and test the site
- Step 10 - You send us updates when required.

For Website or Email Support go to  
[www.webbug.co.za/support](http://www.webbug.co.za/support) or mail [support@webbug.co.za](mailto:support@webbug.co.za)



Tel: +27 (0)73 507 6655

accounts@webbug.co.za

Reg. No: 7604/225112/08

## A. Authority

## Written Mandate

PERSONAL / LEGAL ENTITY INFORMATION									
Domain Name (www.myname.co.za):									
Account holders Name:									
ID no :									
Address :									
Cell No: / Land Line:									
E-Mail Address :									
OTP Cellphone number [*2]									
BANK ACCOUNT INFORMATION [*3]									
Account Holders Name :									
Bank :									
Account number :									
Branch : (if available) :						Branch Code			
Type of Account :		Current (Cheque)			Savings			Transmission	
Preferred collection day(s) of the month :		1st		5th					
First debit to be presented on :				and repeated on a month to month basis until canceled					
AMOUNT		Fixed Amount of <b>R99pm</b>							
		OR	Variable amount to the maximum of						
Annual increase % or amount applicable									
Date of first increase applicable									
BENEFICIARY									
To		THE WEB BUG (Gauteng)							
Registered Abbreviated Name [*4]		THEWEBBUG							
Beneficiary's Address		74 5th St, Krugersdorp North, Krugersdorp, 1740							

This signed Authority and Mandate refers to our contract dated yyyy/mm/dd ("the Agreement").

I/We hereby authorize THE WEB BUG (GAUTENG) to issue and deliver payment instructions to your Banker for collection against my/our above-mentioned account at my/our above-mentioned Bank (or any other bank or branch to which I/we may transfer my/our account) on condition that the sum of such payment instructions will never exceed my/our obligations as agreed to in the Agreement and commencing on the date of first debit order as mentioned above and continuing until this Authority and Mandate is terminated by me/us by giving you notice in writing of not less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address as indicated above. The individual payment instructions so authorized to be issued must be issued and delivered as follows, monthly, bi-monthly, three monthly, six monthly, annually, weekly, bi-weekly (delete that which is not applicable).

In the event that the payment day falls on a Sunday, or recognized South African public holiday, the payment day will automatically be the very next ordinary business day.

INITIAL:

**Representation on failure (pick one)**

I/we authorize representation in the event that there are insufficient funds in the nominated account to meet with the obligation of this agreement. An unpaid debit order necessitates representation at my/our bank for payment which will be no more than \_\_\_ day(s) after the initial failed. Should this payment fail, I/we will make an arrangement for payment.

I/we do not authorize representation in the event that there are insufficient funds in the nominated account to meet with the obligation of this agreement. I/we will make an arrangement for payment.

I/We understand that the withdrawals hereby authorized will be processed through a computerized system provided by the South African Banks. I also understand that details of each withdrawal will be printed on my bank statement. Such must contain a number, which must be included in the said payment instruction and if provided to me should enable me to identify the Agreement. This number appears in Section E of this agreement.

**B. Mandate**

I/We acknowledge that all payment instructions issued by you shall be treated by my/our abovementioned Bank as if the instructions have been issued by me/us personally.

**C. Cancellation**

I/We agree that although this Authority and Mandate may be cancelled by me/us, such cancellation will not cancel the Agreement. I/We shall not be entitled to any refund of amounts which you have withdrawn while this Authority was in force, if such amounts were legally owing to you.

**D. Assignment**

I/We acknowledge that this Authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

**E. Reference Number [\*4] : THEWEBBUG**

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Assisted by THE WEB BUG (Gauteng) representative)

Full Name: \_\_\_\_\_

Full Name: \_\_\_\_\_

Footnotes: (please initial to indicate that you have read and understood these footnotes)

[\*1] Where this mandate apply to a Legal Entity with more than one director / member please ensure that all parties involved sign or alternatively attach a Company Resolution to this mandate that reflects the granted authorization of the signatory.

[\*2] Depending on legal requirements an SMS may be send to this number for OPT-in purposes. Unless the sms is accepted by the recipient the debit order will not activate.

[\*3] Banking details may be changed at a later stage if so required. A proof of bank account will be required to action the request.

[\*4] This reference is a short name assigned to THE WEB BUG (Gauteng) and registered with the bank that will appear on your bank statement.

**Please attach a copy of ID and return to [accounts@webbug.co.za](mailto:accounts@webbug.co.za)**

Please Note:

Your privacy is very important to us. Our databases are securely stored according to business best practice and access is strictly controlled. Unless we have your consent, we will not share your information with third parties (or unless we are required to do so by law).

Our General Terms & Conditions, Service Level Agreement and other Legal Documentation is available on [www.webbug.co.za](http://www.webbug.co.za)

INITIAL:

Service Level Agreement  
Between  
The Web Bug Pty (LTD) (The Service Provider)  
and  
(The Client)

**OWNERSHIP**

The Client is the owner of the domain name although the details will show The Web Bug`s details on the domain registration.

The Client is the responsible person for the website as the owner and account holder. Any info (content) supplied by the client will be the client`s responsibility.

The Web Bug reserves the right to refuse transfer of domain if account is not paid up to date.

The Website framework, software and settings remain the property of The Web Bug and is not transferable.

The Client owns the content, Artwork, pictures supplied by the client,

**TERMS**

Month to Month.

No Pay No Service.

Prices are not fixed and may increase with a 30 days' notice period.

**TERMINATION**

30 Days Written Notice to Terminate agreement required.

R150.00 Domain transfer Fee if domain has to be transferred to another host.

Account will be suspended for 3 months thereafter automatically terminated without any backups,

NO BACKUPS will be kept.

**EMAILS:**

Emails are backed up for maximum 7 days thereafter deleted from the servers

The Web Bug accepts no responsibility for any loss.

You can setup your own backup via mail import at a 3rd party email supplier (ask us how).

We reserve the right to delete any harmful emails from your mailbox without notification.

Please keep all our communication emails as proof for your own records.

We prefer all communication via email to be kept on record.

**WEBSITE DESIGN & UPDATES**

All designs, updates and any communication must be via email to our support desk.

The Client must inform us with any updates and changes.

**DISCLAIMER**

The Web Bug will not be held responsible for any loss or damages caused by any reason whatsoever due to website content, email content or website availability on the internet.

The Web Bug does not advertise the website or promise any website ratings or ranking.

Hosting and maintaining the website on behalf of the client does not make The Web Bug responsible for the sales and or income of the client's business.

INITIAL:

**PAYMENTS**

Payments are strictly 100% in advance.  
Monthly Subscription fee is due before the 5th day of each month.  
Domain Renewal fees are invoiced on domain renewal date annually.

**We do it all for you:**

Register or Transfer, Design, Build, Update,  
Maintain the Website on Your Behalf.  
Setup includes the first 5 hours – hourly rate thereafter.

**You just do the following:**

Apply on line, Pay the once-off set up fee,  
Setup your email addresses on your side,  
Supply us with info, pictures, logos whatever you want on your website,

Everything works via email and we guide you with every step of the way.

**No Contracts, Month to Month.**

**Extras**

As per rate on the website at the time required.

**PAYMENT OPTIONS**

DEBIT ORDER (Our preferred method)  
Complete the Debit Order Mandate and attach a copy of your ID.

**EFT or DIRECT DEPOSIT 12 MONTHS IN ADVANCE**

Pay directly into our bank account.  
Important please use domain name as Reference.

**Payment Terms:**

All invoices are strictly due 100% upfront.  
No Payment = No Service.  
Invoices to be issued on the 1st of each month.  
Payments to be made by the 5th of each month.  
Non paid accounts to be suspended on the 7th of each month.  
Important please use domain name as Reference & mail proof to [accounts@webbug.co.za](mailto:accounts@webbug.co.za)  
We will issue (mail) a Statement to confirm payment.  
Our Banking detail is on all Invoices and Statements.

I hereby understand agree to the Terms and Conditions

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_

Full Name: \_\_\_\_\_

(Signature)

INITIAL: