



TEL 021 815 5700 | FAX 086 511 0120 EMAIL info@faircom.co.za  
REG NO. 2010/062642/23  
5th Floor, The Terraces, 25 Protea Road, Claremont 7708  
PostNet Suite 63, Private Bag X1005, Claremont, 77335  
[www.faircom.co.za](http://www.faircom.co.za)

## ACKNOWLEDGEMENT AND CONSENT

### *Subscriber Own-Router Use and Remote Support*

By signing below, I, the undersigned subscriber, acknowledge and agree to the following:

#### 1. Use of Own Router

I have chosen to use my own router and choose not to purchase a router from Faircom ("Third-Party Router"). I acknowledge and accept that:

- Faircom cannot assist and cannot be held responsible for the setup, configuration, troubleshooting or performance of my Third-Party Router.
- I understand that Faircom cannot support, manage or access My Third-Party Router. Faircom will therefore not be able to provide me with any remote technical support.

#### 2. Express Consent for Remote Technical Support at Faircom's discretion

I acknowledge that, should I request remote technical support and assistance, Faircom may choose to assist at its own discretion. Further to this, I consent and grant Faircom access to my Third-Party Router for the purpose of providing the requested and required technical support and assistance.

#### 3. Faircom shall not be responsible for activation of the service

The application process will be deemed complete upon the provision of the necessary PPPoE details to the subscriber. The service will be made available for use, however the go-live of the connection is dependent on the subscriber correctly configuring their own router using the PPPoE details provided. Please note that Faircom shall not be held responsible for the activation of the service.

SIGNED AT \_\_\_\_\_ ON \_\_\_\_ DAY OF \_\_\_\_\_ 202\_\_.

\_\_\_\_\_  
Subscriber signature

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

Subscriber E-mail address: \_\_\_\_\_