

Join the Openserve family

Steps to become an ISP reseller

Step 1

In order to become a reseller you will be required to present us with the following documentation and information.

In terms of section 39 of the Regulation of Interception of Communication-related Information Act 70 of 2002 (RICA), there is an obligation on Openserve as a telecommunication service provider to obtain, verify and retain certain customer information to comply with section 39 of RICA

1. Certified Documentation

Openserve will require the following CERTIFIED DOCUMENTATION to proceed:

1. ICASA ECN/ECNS Licenses with relevant schedules, all the pages and other documents that have been issued to your company.
2. Company Registration Documents from CIPRO CM/CK papers, including all relevant documentation that you have received after your company registration has been approved.
3. SARS: A current Tax Clearance Certificate.
4. Official banking details on a bank letterhead signed and dated, not older than three months.
5. Confirmation of VAT No, if applicable.

For information and support on licensing and registration contact ISPA.

<https://ispa.org.za/> | queries@ispa.org.za

2. Company Profile Checklist

You are required to provide us with the following information:

What products/services is your business interested in reselling?

If Interconnection is requested, please provide a forecast of the bandwidth which will be required i.e. 2 Megabit or higher

What territory will your business coverage e.g. national/regional/community-based focus

National

Regional

Community-based

What is the size of your business e.g. small/medium/large please indicate parameters: small 2-50; medium 50-200, large 200 +

Small (2-50)

Medium (50-200)

Large (200+)

Sales staff capacity - how many sales staff do you have?

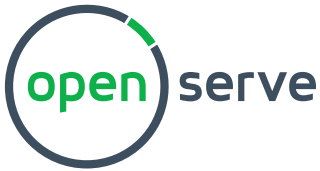
3. Marketing and Support information

Please supply us with the following information for your company:

Head office address

Local office address

A forecast of your estimated monthly spend with Openserve e.g. R20 to R200k CLS where EASSy & S3WS cable terminate.



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Trading name to be displayed on our website and app

Customer Care support contact number

Customer Care support contact email address

Sales contact number

Sales contact email address

WhatsApp contact number

Website link

ISP logo - Please provide a high-resolution logo along with the rest of the required documentation.

NOTE: The above information will be made visible on the Openserve website (www.openserve.co.za) and the Openserve Connect App for customers to view and access.

Step 2

Upon receipt of all the necessary documentation, your business will be Credit Vetted.

1. Credit Vetting will be done in line with the associated 'Bank Codes' to establish your Company's credit rating.
2. Based on your forecasted monthly spend (point D above) with Openserve, the 'Bank Codes' will be requested by the Bureaus from your Bank. 'Bank Codes' are as per National Credit Act regulations.
3. Credit Vetting may request a deposit and for you to fill in a surety form if they do not fully satisfy with the bank codes.

Step 3

Upon receipt of the information as requested, as well as the credit vetting report, an Openserve Account Manager will be assigned to your account that will assist you with your business requirements.

Unfortunately, Openserve cannot provide pricing on wholesale offerings to customers who have not yet been licensed by the authority (ICASA).

Please scan and email the relevant documentation and information as requested to partners@openserve.co.za

Please visit openserve.co.za for more product and solution information.