

Mediclinic 10mbps Fibre Internet

Terms and Conditions

1. This Agreement is on a month to month bases
2. The Agreement can be terminated for any reason by either party in writing with 30 days advance notice. Upon receipt of this cancellation, the Service and billing will be discontinued. Either party reserves the right to cancel the Agreement if at any time either party fails to comply with any provision of this Agreement effective upon sending written notice via a current e-mail address (servicedesk@mediclinic.co.za)
3. Kindly find the [Acceptable Use](#) and [Fair Use](#) policies for your reference.

FAQ's

What is Fibre?

Fibre is a bundle of fibre optic threads made of pure glass each about the diameter of a human hair. It uses light instead of electricity to carry a digital data signal.

Fibre is able to transmit information at virtually unlimited speed and capacity, delivering superfast speeds.

It is the most advanced, stable and super-fast broadband connection on offer

Fibre is not affected by weather elements

Service quality is not impacted by distance from exchange

What are the benefits of fibre?

Incredible speeds

Fibre is a much more stable and reliable service. Fibre to the practice virtually eliminates most equipment issues and downtime that may be experienced over copper.

The lines require no upgrading and very little maintenance, unlike copper there is no resistance in the fibre optic cable so the signal can travel over long distances.

Fibre is glass and is neither susceptible to electrical interferences nor electromagnetic noise such as radio, motors, power lines, electric fencing or other nearby cables.

Clearer signal connection and better broadband connection

What do I get from this fibre internet service?

Download speeds up to 10MB and unrestricted upload speeds. this service includes:

- Router and installation

24/7/365 access to the Mediclinic service desk for support

How do I apply for and/or terminate this service?

Application will be facilitated via an online process and website - <https://forms.mediclinic.co.za/FttPApplication>.

Termination will be facilitated via the Mediclinic Service Desk. Notification of service cancellation should be emailed to Servicedesk@mediclinic.co.za.

What is the cost for this service?

It is important to note that this is a “business” service and not a “home” service. The cost will be R 975 per month (excluding VAT) for a practice with a single doctor. A sliding scale would apply to practices with multiple doctors. We also offer a secure email service and you can obtain a mailbox on the @mediclinicnetwork.com domain at an additional R 100 per month (excluding VAT).

How does this cost relate to the market?

The Mediclinic fibre service offering is competitive in the sense that the cost of the service is equivalent to that of an uncapped fibre service which includes the support thereof. Service level agreement has been implemented to ensure that the best service/experience is delivered

Who qualifies for this service?

All Healthcare Professionals that are able to access a specific Mediclinic hospital's Local Area Network (LAN). The target market is tenants that rent rooms from Mediclinic.

Are there any set-up costs?

No. We will need to install a router in your rooms, but there is no additional cost for the router, nor the installation.

When will this service be available?

The availability of the service is dependent on the Fibre infrastructure being installed and will be communicated on completion.

Who will support this service and who should I contact for support?

This service will be supported by Mediclinic's ICT department. The normal helpdesk support processes will be applied and the helpdesk can be contacted on 0860 122 123, or send an email to

Servicedesk@mediclinic.co.za.

How will I be billed?

Billing will be done via Mediclinic's Property Department and you will be levied on your monthly rent invoice. Fibre Internet will be shown as a separate line item.

I currently access the Internet from my rooms via the Mediclinic network. What will happen to me?

All current Internet services to doctors will be discontinued. Doctors will have the option to switch over to the Mediclinic fibre-to-the-practice service, or to another Internet Service Provider of their choice.

Why is my Upload and Download speeds different?

Mediclinic will manage the download speeds to ensure that users of the fibre to the practice service has the best experience.

How much data do I get?

This is an uncapped service. There is no monthly data limit.

How accurate are speed tests?

No speed test engine can give 100% accurate results because there are factors on which the results depend, some of which are out of control. While most tests online somewhat stray from what we can call accurate, [a few](#) are quite worthy, with sophisticated algorithms and reliable results.

The results of a speed test are rarely the same all the time. This is because there are a number of factors that affect them, some of which you can control while others not.

Do I have the ability to have my own wireless network in my practice?

Yes, Mediclinic can connect you to the fibre service and still ensure that you can use your own practice wifi network. The doctor may need to provide the necessary wifi router for this.

Who owns the Router that is placed into your practice?

The router that is installed into your practice is owned and managed by Mediclinic

What support do I get with this service?

Support and management via the Mediclinic Service Desk

May I arrange my own fibre connection from the retail market?

Doctors have the right to appoint an alternative Internet service provider, the installation will however need to be conducted in line with the Mediclinic Network Policy

May I make use of third party Wireless Internet services?

Mediclinic does not permit the erection of multiple wireless links on Mediclinic premises.

Does Mediclinic offer different Fibre Packages?

Mediclinic offers a one size fits all solution designed to cater for all Doctor's needs.