



INTERNET SERVICE TERMS

1. INTRODUCTION

We connect you to the internet by providing internet services. We work with a service provider (for example, Vodacom or MTN) to deliver these services to you, and we sign a fixed-term contract (including terms) with them. The service provider's terms are part of our agreement with you and apply to you.

For Vodacom, the terms are available at:

- <http://www.vodacom.co.za/vodacom/terms/terms-and-conditions>
- <https://www.vodacombusiness.co.za/business/terms/enterprised-general-service>

For MTN, the terms are available at:

- <https://www.mtn.co.za/home/terms-and-conditions/content/fixed-lte-mymtn-home-terms-and-conditions>
- <https://www.mtn.co.za/home/terms-and-conditions/content/mtn-business-broadband-lte-terms-and-conditions>

For other service providers, please check their website.

These internet service terms also apply in addition to the other terms and policies in our [Trust Centre](#). If our terms conflict with the service provider's terms, the service provider's terms will prevail.

2. HOW WE PROVIDE YOU WITH INTERNET ACCESS

- 2.1. We provide the service on a best effort basis. Network conditions, maintenance, or third-party factors may affect your speed and service availability.
- 2.2. The service lasts for a fixed term and starts on the service activation date, which is the earlier of:
 - a. the date the service provider declares the line live, or
 - b. your first successful use.
- 2.3. We will only activate or renew the service after we receive your payment.
- 2.4. You cannot downgrade, reduce, or cancel the service during the service term.
- 2.5. We will suspend the service if you pay late or do not pay.
- 2.6. We may assign or subcontract to deliver the service.

3. USE

You must use the service in line with any acceptable use policies and all applicable laws. Unlawful or abusive use may lead to suspension or termination (without prejudice to fees due by you).

4. LIMITATION OF LIABILITY

We are not liable for loss or damage resulting from suspension, deactivation or your request to downgrade, terminate, or delete services.

5. ACCESS TO PREMISES

You must ensure reasonable access to the premises for installation and maintenance. We charge a call-out fee or an abort fee if you don't uphold our appointments for installation or maintenance.

6. EQUIPMENT

Any equipment we supply remains property of the service provider until end of the fixed term. We charge replacement fees if you fail to return all equipment within 30 days of cancellation or expiry.

7. YOU REMAIN LIABLE FOR CHARGES

You remain liable for full payment of all fees for the entire fixed term even if

- you do not actively use, or under-utilize, the service, or
- the services are suspended, or
- the services are unavailable due to reasons outside the service provider's reasonable control (including, power failures, Customer equipment issues, or access restrictions at the premises).