



Fiber Terms and Conditions

I/We hereby understand and accept the terms and conditions as stated below in terms of this agreement between myself/us and Amadwala Trading 5 CC and Wistec Data & Telecoms (Pty) Ltd hereafter referred to as “WISTEC”: WISTEC reserve the right to change the configuration, product structure, cost or any other components on all services rendered from time to time and will give 14 days’ notice of such changes. Every notice or other communication required or permitted hereunder shall be sufficiently given or transmitted if and when it is sent by means of electronic transmission (electronic mail message) or via SMS for the said period.

- Re-grading fees will be charged in each instance where the Client requests an Upgrade or Downgrade between the various speed options in relation to an Wistec Fiber Connect. The fees will be determined on the date requested and could possibly be waived entirely.
- Conditional** free installation promotion until the advertised date on the website products on WCFP, WFC, WOC and WPC Products
- Our **conditional free installation promotion**, will cap the Installation and Activation costs of our broadband products at R575incl VAT. This means that in the event of termination of services that were installed within the above-mentioned promotional period, only R575incl VAT will be recovered by us, if the installed service is terminated within 12 months from the installation date. The amount of R575incl is a fixed amount and no pro-rata calculations will apply if the service is cancelled within the 12-month period.
- Or if in the event of immediate termination of services waiving the 30-day notice period, an additional R500 excluding VAT will be recovered by us. The amount of R575incl VAT is a fixed amount and no pro-rata calculations will apply if the service is cancelled within the 12-month period.

General:
All prices include VAT.
BB services are offered on a month-to-month basis
Installation:
Installation includes provisioning of the fiber and ONT from the boundary box (underground feeds) or SLIM box (aerial feeds), to the desired location inside the customer premises.

Installation includes the 1st 8 linear meters of trenching or unblocking of existing pipes, from the boundary box to the desired location within the customer premises.
No trenching is provided by Wistec in areas that are Aerial fed
Additional trenching and ducting is only available up to a maximum of 200 meters, at the Additional Trenching rate.
Installation charges exclude Trenching in excess of the 1st 8 linear meters from the boundary box. (typically, the installation and trenching is completed and the cost is recovered by Wistec from the client).
Pipes and conduits inside the building are deemed to be part of the building infrastructure and is the responsibility of the owner. Wistec can quote in such infrastructure needs.
Where the building lacks telecoms entry points and pipes, or such infrastructure is unusable, the Network Provider (NFO) representative will use industry approved/industry accepted methods to get the ONT installed at the desired location, in the most efficient manner possible.
The cost of conduits, trunking to hide cables inside the customer premises is not included –these need to be provided and installed by the customer. Wistec can quote in such infrastructure needs.
The NFO's responsibility ends at the ONT –any costs to extend connections from the ONT to the customer router is for the cost of the customer.
Wistec does not provide quotes upfront for trenching. A survey is mandatory.
The customer may appoint a 3rd party to complete the trenching work at their own cost.
Fees:
Activation fee is payable for new installations as well as for cases when the fiber and ONT are installed, and the customer migrates to another ISP.
Regrading fee is payable for every occasion the bandwidth is downgraded.
Regrading is only allowed once a month.
The Call-out fee applies to Assurance incidents beyond Wistec's responsibility, repair work or re-installation between the fiber pick-up point and ONT.
Promotions:
Free-unconditional migration on WCC to WFC
Free installation promotions may be announced from time to time. Please refer to the Website for this information (www.wistec.co.za)
Current Conditional Free Installation Promo: Clawback -The enhanced conditional free installation promotion, will cap the Installation and Activation costs of our broadband products at R575incl VAT. This means that in the event of termination of services that were installed within the above-mentioned promotional period, only R575incl VAT will be recovered by us, if the installed service is terminated within 12

months from the installation date. The amount of R575incl is a fixed amount and no pro-rata calculations will apply if the service is cancelled within the 12-month period.

•Or if in the event of immediate termination of services waiving the 30-day notice period, an additional R500 excluding VAT will be recovered by us. The amount of R575incl VAT is a fixed amount and no pro-rata calculations will apply if the service is cancelled within the 12-month period.

For new orders, if we need to dispatch a tech for any reason (indoor transfer/fiber broken, ONT missing/damaged/disconnected), full installation applies (R2000 + R500 activation)

Promotion installation discounts do not apply for indoor or outdoor transfers

Responsibility:

the customer indemnify WISTEC against any damage, loss, claims or cost that may result from work being done in connection with the service being rendered and/or removal of the service.

Should I/we fail to pay my/our account, WISTEC reserve the right to terminate this agreement without notification. A reconnection fee will be applicable should I/we choose to reactivate this contract, this fee will be determined by WISTEC at its own and sole discretion. Interest is payable on all arrear payments at a rate determined by WISTEC from time to time.

The customer agrees that all legal documents were read and understood. All legal documents are linked, and all rules thereof applies to all forms and situations described under all other documents.