



# MyWiFi ISP

Easy Affordable Internet

## **TERMS AND CONDITIONS**

1. The Applicant consents to jurisdiction of any competent S.A. Magistrate's court for adjudication of legal disputes between MyWiFi ISP and Applicant, T's & C's will be construed and interpreted in accordance with laws of the Republic of S.A.
2. Company/Client's name must be the legal name of a Company or Person for registration purposes.
3. Payment options: Monthly subscription fee – pay monthly by debit order, EFT or cash.
4. All correspondence will be sent via email; invoices, statements, and important notices to clients will be sent by email. It is your responsibility to check your spam or junk email folder.
5. The Applicant acknowledges that terms and conditions may be updated from time to time, and are available on our website [www.mywifi-isp.co.za](http://www.mywifi-isp.co.za)
6. Free telephonic support available 7 days a week, from 07h30 until 20h00 by sending a WhatsApp or SMS to our Support number: 076 068 4967. On-site support is charged at MyWiFi ISP current rates.
7. Additional cabling for PC's or networking, can be quoted to clients. Wireless Network technicians have knowledge to connect PC's or TVs to the internet but are not IT technicians and do not assist with IT. IT related work has to be attended to, by client's own IT provider. MyWiFi ISP supplies and maintains connections with relevant content (Internet, VPN, CCTV, etc.)
8. Please note there is absolutely no guarantee against lightning or power surges on equipment. Kindly take precautions to avoid lightning or power surge damage. Help prevent damage by unplugging power cables from power outlets. Insurance for equipment is the client's own responsibility.
9. MyWiFi ISP retains the right to change prices with one month's notice and may do so in effect.
10. No agreement can be cancelled/terminated within the first three months. One calendar month's written notice is required for cancellation of ALL agreements. 12--month contracts can be cancelled with one calendar month's written notice as well as the applicable cancellation fees. When cancelling a 12-month contract, the subscription fees for the remainder of period cancelled, is due at the time of notification. You will be responsible for all collection, tracing, and legal fees if you fail to settle your account. In order to help with unpaid invoices, MyWiFi ISP maintains the right to temporarily remove equipment.



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11. Applicants indemnify MyWiFi ISP, against any damage, loss, claims or cost that may result from work being done, in accordance with the services being rendered, removal of the service and/or applicants computer equipment not being compatible. Applicants acknowledge that there will be charged additional fees for work or maintenance outside the normal equipment warranty required to be done by MyWiFi ISP. Applicants agree this additional work should be paid on receipt of invoice or alternatively will be added to the monthly subscription fee.
12. Use of internet related services is subject to MyWiFi ISP acceptable use policy (AUP). MyWiFi ISP will not be liable for any loss of use, interruption of business, or any indirect, special, incidental, or consequential damages of any kind (including lost profits), regardless of the form of action, whether in contract, direct, or otherwise, even if MyWiFi ISP has been advised of the possibility of such damages. MyWiFi ISP or its agents will not be liable for any loss of data due to a software security breach, virus infection or any other form of data loss that can be incurred while connected to the internet or otherwise.
13. If any terms of this contract are found to be invalid, unlawful or unenforceable, such terms will be severable from remaining terms, which will continue to be valid and enforceable.
14. No temporary disconnections will be allowed on 12 months contract packages.
15. Term contracts, will automatically revert to month-to-month contract at the end of their respective terms, unless written notice is received within the notice period that the contract should come to an end, at the end of it's respective term. Normal cancellation terms and conditions will apply.
16. Customers may be liable for any additional and/or sundry fees levied by MyWiFi ISP. Customers will be notified of any additional fees in advance.
17. If at any time, there is a change to your email address or contact information, it is your responsibility to advise us via email to [payments.mywifi@gmail.com](mailto:payments.mywifi@gmail.com)
18. Package upgrades might require additional equipment, which will be billed for, the client's account. These upgrades need to be confirmed with technical team, prior to upgrade. Standard area availability for packages apply.
19. The first month subscription fee, will be calculated on a pro-rata basis, from the date of activation.



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20. Protection of personal information and privacy policy – MyWiFi ISP will not share your personal information with third parties, marketing or any other purposes, without your consent, unless we are required to do so, by law.
  
21. Customers will be notified one month in advance, of any pricing changes in monthly subscription fees.

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