

### 1. TERMS AND CONDITIONS OF SERVICES

1.1. All prices are VAT inclusive.

1.2. Payment is by debit order only and in advance for the services that you receive. The debit order will be processed on the first working day of every month.

1.2.1. Failed debit orders may carry a penalty of R50 which will be levied against your account. Even though your subscription is collected via debit order, you will receive an invoice via email for your records.

1.2.2. Should your debit order fail, your services may be disabled immediately and you will be required to pay your arrears, the R50 debit order penalty, and a deposit amount equal to 50% of the failed debit order to a maximum of R500.00 before your service is re-enabled again. The deposit required will double every time your debit order fails. The deposit will be refunded, interest free on termination of the service.

1.2.3. Cybersmart reserves the right to reprocess failed debit orders at any time for the outstanding amount or any part thereof.

1.2.4. Should your debit order fail for any reason you will be responsible for any fees imposed by your bank.

1.2.5. If you do not use your ADSL service in the month this does not entitle you to stop your debit order. Your ADSL monthly subscription is payable irrespective of whether you use your ADSL service or not or whether your service is disabled or not and the monthly amounts will continue to accrue against your account until the service is canceled in writing with a copy of your Identity Document

1.2.6. By successfully completing this application on-line you are electronically signing the debit order instruction below. via a recorded telephone conversation.

1.3. You are required to give Cybersmart 1 calendar months written notice accompanied by a copy of your Identity Document when terminating a service.

1.3.1. For the absence of doubt examples are given :-

1.3.1.1 Should you cancel your service on the 1 July, you will be required to pay for both July and August months;

1.3.1.2 If you cancel your service on 15 July, you will be required to pay for July and August months;

1.3.1.3 If you cancel your service on 31 July, you will be required to pay for July and August months.

1.3.2. In the event of you wishing to cancel you may inform Cybersmart via e-mail, fax, letter or phone-call. Cybersmart phone number and/or the land-line number that you supplied at the time of applying for your service. Your account will be deleted on the last day of the following month.

1.4. You may not sign up on-line for multiple accounts using the same bank details. Should you wish to order any additional services you will be required to email accounts@cybersmart.co.za

1.5. For the protection of all customers, should you fraudulently enter bank details not belonging to yourself, Cybersmart will :-

1.5.1. institute criminal charges against you;

1.5.2. prevent you from subscribing to this service again;

1.5.3. blacklist the location that you were using;

1.6. If you connect with a faster circuit, you will AUTOMATICALLY be billed for the higher circuit price.

1.7. All prices include 1 Free 5Gig email address @cybersmart.co.za both the amount that you are invoiced and the Gigs that you have bought will be pro rata. For the absence of doubt examples are provided. :-

1.8.1. If you are activated on the 20 July, you will be billed for the full month of July and receive the full Gigs;

1.8.2. If you are activated on the 21 July you will be billed for the remaining 10 days in July and you will receive 10/31 of the Gigs;

1.8.3. However you will be billed pro rata for the circuit from date of activation of your ADSL circuit irrespective which day of the month it is activated; 1.8.4. Since payment is for services in advance, your FIRST debit order amount will be for the month that you are activated in plus the following months services;

1.9. Promotional free and discounted services for a limited period are opt-out services. Should you wish to cancel the service at the end of the promotional period you are required to cancel in the prescribed manner as laid out in these terms and conditions.

1.9.1 If you have been given a free or discounted router as part of any promotional package and you opt out before the end of 12 calendar months you will be required to pay the full purchase price of the router which is set at R459.00 for a standard and R778 for a wifi router respectively, Vat Inc.

1.9.2 If you have applied for the One Price ADSL package you FREE non-

wireless ADSL.

1.9.3 In the event of you having received a free or discounted adsl router as part of your package , should you terminate the contract within 12 months you will be required to pay the full purchase price of the router.

1.9.4 Should you downgrade any ADSL Package or Bundle you will be liable to pay a downgrade fee of R200.00.

1.10. You may only connect from ONE account per location.

1.10.1. Additional accounts at the same location will be disabled or the owners of each of the secondary accounts will be billed at the top-up rate as prescribed on our web-site from time to time.

1.11. You receive a CAP which is the maximum amount of in a month. Spare Cap is not carried to the following month unless you have done a "rolled top up" in which case whatever following month.

1.11.1. Uploading and downloading is not limited to reading web pages and browsing the internet. Email transfers, streaming and online gaming as well as any data transfers and limit.

1.11.2. Should Cybersmart detect that a user has downloaded more than 3Gigs on a 3Gig account without "topping up", these extra Gigs that were used, but not paid for will be subtracted from the users Gigs in the following month.

1.12. If you run out of gigs during the month, you may buy additional gigs. Such top-ups will be charged at the rate displayed on the web-site at the time that the application for a top-up was made and subject to the further acceptance of these terms and conditions.

1.12.1. Should you top up during the month, this amount will be collected in the debit order run on the 1st working day of the following month. The Gigs that you top up DO NOT carry over to the following month unless you have paid the rollover fee or have purchased a Giggybank add-on service, nor are they pro rata.

1.12.2 The R99 supersize add-on is only applicable to the 0 gig, 20 gig and 100gig Bundle Accounts which include an ADSL circuit.

1.12.3 Nightrider gigs can only be used between 12:30 - 7:00am and requires a cap value greater than 0.

1.12.4 The promotional 0 capped account consists of 20 + 30 free gigs for new clients only. 1.13. Cybersmart scans emails for both viruses and unsolicited bulk email (SPAM). Cybersmart will not be held liable should an email be erroneously blocked as SPAM.

1.13.1. Further, Cybersmart uses a third party virus scanner in order to scan for viruses. Only viruses that are known by this

1.13.2. Cybersmart will not be held liable for any damage caused by a virus that was unable to be blocked by the virus scanner.

1.13.3. A customer is prohibited from sending unsolicited bulk email and our mail servers will only allow you to address your email to a maximum of 25 recipients.

1.14. For purposes of billing you will be billed according to the circuit speed that you are using not the circuit speed you subscribed to in the signup process.

1.14.1. As an example, if you have signed up for a 384Kb circuit but the exchange reports to us that you are using a 1024Kb circuit; we will advise you of such and then adjust your subscription accordingly.

### 1.15 CYBERPHONE SERVICE

1.15.1 The Cyberphone account is only usable one device or mobile app.

1.15.2 Cyberphone cannot be used as the least cost route for calls (eg.: call centre, sip trunking, etc)

1.15.3 We reserve the right to establish policies, rules and limitations, from time to time, concerning the use of the Cyberphone Service. Failure to comply with these rules will result in your service being restricted, suspended or terminated, in our sole discretion. Should we discover that you have found a way to bypass any of our control measures your service will be restricted, suspended or terminated, in our sole discretion.

1.16 Terms and conditions may change without prior notice.

### 3. PROTECTION OF MINORS AND PORNOGRAPHY

3.1. Cybersmart prohibits Clients from using Cybersmarts' service to harm or attempt to harm a minor, including, but not limited to hosting, possessing, disseminating, distributing or transmitting material that is unlawful, including child pornography and cyber bullying.

3.2. Cybersmart prohibits Clients from using Cybersmarts' service to host sexually explicit or pornographic material of any nature.

3.2.1. Upon receipt of a complaint, or having become aware of an incident,

Cybersmart may, in its sole and reasonably-exercised discretion take any of the following steps.

- 3.2.1.1. In the case of Clients, warn the Client, suspend the Client account and/or revoke or cancel the Client's Service access privileges completely;
  - 3.2.1.2. In the case of a abuse emanating from a third party, inform the third party's network administrator of the incident and request the network administrator or network owner to address the incident in terms of this AUP and/or the ISPA Code of Conduct (if applicable).
  - 3.2.1.3. In severe cases suspend access of the third party's entire network until abuse can be prevented by appropriate means; administrative costs as well as for machine and human time lost due to the incident;
  - 3.2.1.5. Assist other networks or website administrators in investigating credible suspicions of any activity listed in this Terms and Conditions.
  - 3.2.1.6. Institute civil or criminal proceedings.
  - 3.2.1.7. Share information concerning the incident with other Internet access providers, publish the information, and/or make available the users' details to law enforcement agencies.
  - 3.2.1.8. suspend or terminate the Service as provided for in the Agreement.
- 3.3. This policy applies to and will be enforced for intended and unintended (e.g., viruses, worms, malicious code, or otherwise unknown causes) prohibited usage.

### 2. DOMICILIUM AND NOTICES

- 2.1. The parties choose domicilium citandi et executandi for all purposes under this Lease as follows:
- 2.1.1. Cybersmart: 72 Canterbury Street Cape Town 8000
  - 2.1.2 The Cybersmart ADSL Account Holder at either of the following:
    - 2.1.2.1 Fax No. 2.1.2.2 Email
    - 2.1.2.3 Physical Address (Home)
  - 2.2. Any notice required or permitted to be given in terms of 2.3. Any notice given and any payment made by one party to the other ("the addressee") which:
    - 2.3.1. is delivered by hand during the normal business hours of the addressee at the addressee's domicilium for the time being shall be presumed, until the contrary is proved, to have been received by the addressee at the time of delivery;
    - 2.3.2. is posted by prepaid registered post from an address within the Republic of South Africa to the addressee at the addressee's domicilium for the time being, shall be presumed, until the contrary is proved, to have been received by the
    - 2.3.3. is transmitted by fax or email shall be deemed (in the absence of proof to the contrary) to have been received within one (1) hour of transmission where it is transmitted during normal business hours of the receiving instrument and within four (4) hours of the commencement of the following business day if transmitted outside those business hours.

### 3. ACCEPTANCE BY CYBERSMART OF THIS CONTRACT

- 3.1. Cybersmart confirms acceptance of this contract at the time the prospective customer checks to accept these terms and conditions and clicks the "Apply" button to complete the application and create the connectivity account and that such acceptance will have been recorded with the date and time of such acceptance.

### 4. DEBIT ORDER INSTRUCTION

- 4.1. To: Cybersmart Ltd (Reg. No. 2007/013792/06) 72 Canterbury Street, Cape Town, 8001 Phone: (087) 625 0888 Fax: (087) 625 0003 or (021) 461 0015
- 4.2. I hereby request, instruct and authorize Cybersmart Ltd to draw against my bank account entered on the online sign-up form (or any other bank account to which I may transfer my account) the balance reflected on my monthly Cybersmart statement sent via email, being the amount due in respect of all monthly Internet Services subscribed to at Cybersmart less payments receipted in advance, excluding deposits. The amount due will be drawn on the first working day of every month and will continue until canceled in writing. I understand that if no amounts are due then no amounts will be drawn.
- 4.3. I understand that in the event of my debit order failing Cybersmart will have the right to process further debit orders during the ensuing months in an attempt to recover the outstanding balance
- 4.4. All such withdrawals from my bank account by Cybersmart Ltd shall be treated as though they have been signed by me personally. I understand that

the withdrawals hereby authorized will be processed electronically and I also understand that details of each withdrawal will be printed on my bank statement or on an accompanying voucher.

- 4.5. I agree to pay any bank charges relating to this debit order instruction as well as any bank charges any reversal fees charged by my own bank in the event of a debit order failing
- 4.6. I understand that I shall not be entitled to any refund of amounts which, Cybersmart Ltd has withdrawn whilst this authority was in force, providing such amounts were legally owing to Cybersmart Ltd.

### 4.8. ASSIGNMENT:

- 4.8.1. I acknowledge that the party hereby authorized assign any of its rights to any third party without my prior written consent and that I may not delegate any of my obligations in terms of this contract/authority to any third party without prior written consent of the authorized party which shall not be reasonably withheld.

### 5. ADSL ACCEPTABLE USE POLICY

- 5.1. You will not use the ADSL Service, directly or indirectly, in a way that:
- 5.1.1. spreads viruses or other computer or communications or equipment;
  - 5.1.2. interferes with any third party's use of the ADSL Service;
  - 5.1.3. transmits unsolicited bulk messages;
  - 5.1.4. in Cybersmart's sole discretion constitutes abuse of the ADSL Service or of Cybersmart's systems.
- 5.2. Cybersmart reserves the right to limit the number of emails that you may send in any given period or to limit the total message volume (amount of data) sent per hour.
- 5.3 You may not restrict, inhibit or interfere with the ability of any person to access, use or enjoy the Internet or the ADSL Services, or create an unusually large burden on our to impede others' ability to send or retrieve information, or use the ADSL Services in an abusive manner.
- 5.4 We reserve the right to establish policies, rules and limitations, from time to time, concerning the use of the ADSL Service. You must comply with any bandwidth, data storage and other limitations we may impose, in our sole discretion. Failure to comply with these rules will result in your service being restricted, suspended or terminated, in our sole discretion. Should we discover that you have found a way to bypass any of our control measures your service will be restricted, suspended or terminated, in our sole discretion.
- 5.5 We will manage bandwidth usage to the best of our ability during peak periods, however, it remains a best
- 5.6 We reserve the right to manage our network in order to We may take any other action we deem appropriate in order to help ensure the integrity of the network experience for all subscribers.
- 5.7 We reserve the right to amend or discontinue any promotional packages at our discretion.
- 5.8 We do not make any express or implied representations, warranties or guarantees regarding the availability, accuracy, reliability, timeliness, quality or security of the ADSL Service.
- 5.9 We are committed to provide you with an uninterrupted ADSL Service. However, we cannot guarantee that the ADSL Service and the allocated capacity will always be available.
- 5.10 We can terminate the ADSL Service at any time if we reason whatsoever, without any further liability to you.
- 5.11 If the ADSL Service is used in a way that we, in our sole discretion, believe violates this Acceptable Use Policy or any of our rules or limitations, we may take any responsive actions we deem appropriate. Such actions may include without limitation, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions, and/or the immediate limitation, restriction, suspension or termination of all or any portion of the ADSL Services or your account.

### 6. HOSTING AND SSL CERTIFICATES

- 6.1. Cybersmart reserves the right to provide a FREE SSL certificate to certain web hosting packages, should the vendor decide to charge a fee for this service, Cybersmart will either pass this cost to the customer with an administration fee or remove the service.