

59 President Paul Kruger street  
Polokwane 0699

Email: [payments.mywifi@gmail.com](mailto:payments.mywifi@gmail.com)  
Sales/Support tel: 076 068 4967  
Admin/Billing tel: 015 004 0175

ICASA LICENSE NO: [0216/CECNS/JUN/2011]  
, [0217/CECS/JUN/2011]



**MyWiFi ISP**  
Easy Affordable Internet

## MyWiFi ISP Contractual Agreement

### CLIENT INFORMATION

Company/Client		Contact Person	
Physical Address		Telephone Number	
		Cell Phone Number	
VAT Number		Email Address	

\* Company/Customer's name must be the legal name of a Company or Person for registration purposes and will here-forth be referred to as "The client"

**Subscription - Monthly advance payment. In the event that payment is not received by 1st day of the month, data will not be allocated to the client. The client acknowledges that termination of this contract within the first three months is a breach of the contractual agreement, furthermore the client hereby agrees to give one calendar month's notice after the initial three month engagement. Submission of notice should be in the form of a written notice. Should the client fail to pay outstanding amount on the client's account the client shall be liable for any collection, tracing and/or legal fees.**

**The client hereby confirms that the client information filled above is true and that the client's physical address is domicilium citandi et executandi.**

The client indemnifies MyWifi ISP against any damage, loss, claims or cost that may result from work being done in connection with the service being rendered, removal of the service and/or my/our computer equipment not being compatible. The client acknowledges that additional fees may be charged for work or maintenance outside the normal equipment warranty required to be done by MyWifi ISP. The client agrees that this additional work should be paid on receipt of invoice.

Dormant accounts will be deleted from the network if not paid for three months.

Use of Internet related services is subject to our 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. In particular 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. The client hereby warrants reading, understanding and accepting MyWifi ISP Terms and Conditions as well as the Acceptable Use Policy (AUP) available online at <http://www.mywifi-isp.co.za>.

# MyWiFi ISP – Terms and Conditions

1. The client consents to the jurisdiction of any competent South African Magistrate's court for the adjudication of any legal dispute between MyWiFi ISP and the client and these terms and conditions will be construed and interpreted in accordance with the law of the Republic of South Africa. In the event that any of the terms of this contract are found to be invalid, unlawful or unenforceable, such terms will be void from the remaining terms, which will continue to be valid and enforceable.
2. The client acknowledges that the terms and conditions hereof may not be varied or cancelled except in writing and signed by MyWiFi ISP and the client.
3. MyWiFi ISP reserves the right to remove any content hosted by a member which is considered illegal or for which a take-down notice is received. Furthermore, MyWiFi ISP reserves the right to suspend or terminate the service of the client should non-compliance with the terms and conditions, acceptable or fair use policies, or any other contractual obligations occur.
4. Complimentary telephonic support is provided daily from 07h30 until 20h00 via sms/telephone/WhatsApp. On-site support is charged at MyWiFi ISP's current rates.
5. Installation is at a once-off cost of R3200 (Travel, brackets, cable, antenna's etc.). The Installation of the wireless internet system includes the connection of PC's or equipment already networked to the Internet (on the day of installation). Additional cabling for PC's or other equipment to be connected will be charged at R450 Exc /point.
6. MyWifi ISP only supply and maintain wireless connections with the relevant content (Internet, VPN, CCTV, etc.). MyWifi ISP DOES NOT supply IT support or maintenance and their responsibility ends with the connection to the client's internal equipment. Any IT related work has to be attended to by your IT personnel or your IT support company.
7. Please note that there is absolutely no guarantee against lightning on the equipment. The client should please take the necessary precaution to avoid lightning damage and arrange suitable insurance.
8. MyWiFi ISP DOES NOT provide any email services.
9. MyWifi ISP reserves the right to adjust prices with one month's notice and new pricing will apply to this agreement after the notice period unless the agreement is cancelled in writing by the client.
11. Any complaints may be reported to 076 068 4967 or emailed to mywifi@mweb.co.za. The Complaints Procedure is available on our website [www.mywifi-isp.co.za](http://www.mywifi-isp.co.za). MyWiFi ISP will make all reasonable efforts to resolve complaints in accordance with the Complaints Procedure.

## MyWiFi ISP – Package Options

FIBRE BASED PACKAGES (UNCAPPED WITH A 1:1 CONTENTION RATIO)

	Package Options					
	Basic	Home	Business	Premium	Executive	Enterprise
Speed (Combined total line speed shared across devices)	3 Mb/s Down 1 Mb/s Up	5 Mb/s Down 2 Mb/s Up	8 Mb/s Down 3 Mb/s Up	10 Mb/s Down 4 Mb/s Up	12 Mb/s Down 5 Mb/s Up	15 Mb/s Down 6 Mb/s Up
Number of devices supported	10	20	30	40	50	Unlimited
Monthly Rate	<u>R299</u>	<u>R599</u>	<u>R999</u>	<u>R1 299</u>	<u>R1 599</u>	<u>R2 299</u>
Client Selection						

Platinum Package: 20Mb/s Download, 10 Mb/s Upload at R4 999

# MyWiFi ISP - Contractual Agreement

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## **Payment Options**

Monthly or Annually in advance. (EFT or Cash Payments are accepted)

Proof of payment should be emailed to payments.mywifi@gmail.com alternatively WhatsApp to 076 068 4967.

\*(Payment reference should be the client name as filled in on page one of the contractual agreement.)

## **MyWiFi ISP Bank Details**

First National Bank

Branch Number 250655

Account Number 628 111 695 16

I, \_\_\_\_\_ hereby confirm that I have read and understood the contract in its entirety and that I am authorised to sign.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_