



JEFFREYS BAY

TEL: 042 293 4168 E-mail: sales@true.co.za

Shop 3 Fountains Estate, Blaaukrans Street

ST FRANCIS BAY

TEL: 042 293 4168 E-mail: stfsales@true.co.za

Shop 39, Village Square Shopping centre

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## ADDENDUM: FTTB SERVICE LEVEL AGREEMENT (SLA)

### Annexure to the Fibre Memorandum of Agreement (MoA)

This Service Level Addendum ("SLA") forms an Annexure to the Fibre Memorandum of Agreement ("MoA") between True Technologies CC ("True Technologies", "we", "us") and the Customer ("you"). It outlines service levels, support, and commitments for Fibre-to-the-Business (FTTB) services provided by True Technologies, delivered over the MetroFibre and/or Openserve networks (as applicable, depending on coverage at your premises).

True Technologies acts as the Internet Service Provider (ISP) and reseller. The underlying fibre infrastructure is owned and maintained by the Fibre Network Operator (FNO): MetroFibre or Openserve. Service levels reflect what True Technologies commits to pass through from the FNOs for commercial use.

#### 1. Purpose and Objectives

This SLA ensures consistent support and delivery of FTTB services. Objectives include:

- Clear roles, responsibilities, and accountability.
- Measurable service descriptions.
- Alignment between expected and actual service performance.

#### 2. Duration and Updates

This SLA starts on Service Activation and continues for the MoA duration of one year (or until terminated). True Technologies may update this SLA as needed (e.g., due to FNO changes). The current version is always available at [www.true.co.za](http://www.true.co.za) and applies automatically.

#### 3. Commitment

True Technologies is committed to delivering reliable, high-quality FTTB services over the MetroFibre and Openserve networks. We report all service calls to the relevant FNO and can escalate unresolved tickets on your behalf.

#### 4. Network Availability & Service Nature

- **Planned Availability:** The FNO's FTTB networks are designed for 97%–99% availability depending on FNO and product tier; services remain best-effort unless otherwise contracted.
- Unless explicitly provisioned as a guaranteed or dedicated service, FTTB services are delivered on a contended, best-effort basis consistent with FNO design.— actual speeds, consistency, and performance depend on network load, shared infrastructure, and external factors. No guarantees on Wi-Fi performance (affected by your environment, devices, or CPE).
- There is no redundancy offered in access or network ports at the Services Equipment;
- No liability for interruptions due to maintenance, force majeure, or third-party issues.
- FNO does not warrant that the Services will be uninterrupted or error free, or that defects in the Services will be remedied. The Customer assumes and accepts all risks associated with the Services. Under no circumstances will True Technologies be responsible for any loss or corruption of information, data or Content, howsoever such loss was caused. No service credits apply to best-effort FTTB services.
- Neither Party shall in any event be liable to the other for indirect or consequential losses or otherwise for harm to business, loss of revenues, loss of data, loss of Content, loss of anticipated savings or lost profits, whether or not reasonably foreseeable at the time when these Terms and Conditions was entered into.
- The customer is not entitled to withhold payment for any temporary service failure or malfunction or loss of data or content or failure of the network, facilities, services, or coverage.

#### 5. Support Hours & Fault Reporting

True Technologies operates support for FTTB customers:

##### How to Report Faults:

- **Call 042 293 4168** and press 2 for technical assistance. We perform remote diagnostics first. If the issue is beyond our demarcation point (e.g. your internal network, Wi-Fi, devices), a call-out fee and labour may apply.
- Email [support@truewan.co.za](mailto:support@truewan.co.za) (include customer number and clear description). Emails are monitored during normal business hours (Mon-Fri 08:00-17:00, Sat 09:00 – 13:00, closed on Sun & Public Holidays).
- **Physical Repairs** (On-Premises): Mon–Sat, subject to your availability and safe conditions.
- **Line faults:** As per MetroFibre, these faults may take between 1-4 business days to repair.

## 6. Fault Definitions & Repair Targets

Metrofibre and Openserve Line Faults are classified after remote diagnostics. (Mon–Fri, 08:00–18:00, excluding public holidays).

Fault Type:	Definition	Target Repair Time (Business Days)
<b>Serious</b>	Completely offline (no connectivity) after remote checks (excludes force majeure, customer/third-party damage, or negligence).	Response: <b>Within 4–8 business hours</b> Target resolution: <ul style="list-style-type: none"> <li>• MetroFibre: <b>1–3 business days</b></li> <li>• Openserve: <b>1–5 business days</b></li> </ul>
<b>Minor</b>	Service impaired (speeds/quality materially below agreed) but still connected/usable (Wi-Fi excluded).	Response: <b>Next business day</b> Resolution: <b>2–5 business days</b>

- **Openserve Note:** Aligns with their published residential targets.; and uptime availability of ~97%–99%
- **MetroFibre Note:** Aligns with their published residential targets.; and uptime availability of ~98% – 99%.
- Services remain best-effort unless otherwise contracted.
- If Services are disrupted, the Customer must phone 042 293 4168 or log a fault at support@truewan.co.za.
- True Technologies/FNO shall attend to resolution thereof in a reasonable time period.

## 7. Installations & Activations

Milestone	Target (Business Days)
Installation (after order confirmation)	Within 7-14 Business Days
Service Activation (after ONT/TP is installed)	within 1-3 Business Days

*(Provided the complex/premises is live and fibre-ready) Delays may occur due to FNO scheduling or site access.*

## 8. Repairs & Maintenance

- Scheduled maintenance: We/FNOs aim to avoid outages; advance notice given if interruption is expected.
- The demarcation point of service is the Ethernet handoff from the ONT. Any infrastructure, cabling, Wi-Fi, or routing beyond this point is the Customer’s responsibility unless otherwise agreed.
- Repairs: True Technologies coordinates; FNO covers network faults (not customer-caused). Call-out fees apply for faults on your equipment or beyond the ONT.

## 9. Contacts

- **True Technologies Support:** 042 293 4168 [support@truewan.co.za](mailto:support@truewan.co.za)
- **Accounts/Finance:** [debtors@true.co.za](mailto:debtors@true.co.za)
- **Sales:** [sales@true.co.za](mailto:sales@true.co.za) Email responses: Within 2-3 Business Days.

## 10. Acceptable Use Policy (AUP) – Summary

You must use the service lawfully and responsibly, complying with South African laws (ECT Act 2002, EC Act 2005, RICA 2003).

Prohibited:

- Illegal/unlawful content (e.g., child exploitation, hate speech, threats, terrorism promotion).
- Spam, phishing, hacking, DoS attacks, malware distribution, spoofing.
- Interfering with others' use or network integrity.
- Excessive/improper usage (may lead to throttling, suspension, termination, or cost recovery).

True Technologies/FNO may investigate violations, cooperate with authorities, and take action (e.g., remove content, suspend service).

Report any abuse to [support@truewan.co.za](mailto:support@truewan.co.za). Full AUP available at [www.true.co.za](http://www.true.co.za) (incorporates FNO policy where applicable).

## 12. Package Fees & Changes

Monthly FTTB package fees may be amended from time to time, including due to changes from the underlying FNO (MetroFibre and/or Openserve). Customers will receive at least 30 days’ notice of any changes.

Package upgrades or downgrades are subject to availability, FNO constraints, and applicable fees.

Continued use of the service after any changes constitutes acceptance of the revised terms.

### Hereby accepted as Addendum to MoA

Customer Name		True Technologies Name	
Customer Signature		True Technologies signature	
Date:			