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TRUE TECHNOLOGIES ON THE WEB
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TRUEWAN WIRELESS INTERNET MEMORANDUM OF AGREEMENT

INSTALLATION FEE

<input type="checkbox"/> R1000 Standard Install fee per site	<input type="checkbox"/> R 750 Returning Wireless Client / Move fee
<input type="checkbox"/> R 750 Pensioner/Teacher* Install fee	<input type="checkbox"/> R 300 TrueWAN Account Transfer

**Kouga / Koukamma Local Schools Only, please supply proof*

PLEASE NOTE: Installation fee is payable in advance and includes travelling & labour up to 2 hours. The Outdoor TrueWAN Equipment/CPE remains the property of True Technologies.
 Indoor WiFi equipment/router/s not included in standard installation, will be quoted on during site survey/installation. Customer to pay upon installation date for additional equipment.

MONTHLY FEE: TRUEWAN WIRELESS INTERNET

**CONTRACT TERM: PRE-PAID, MONTH TO MONTH
 WITH A 30 DAY NOTICE PERIOD.**

PACKAGE SPEED/BURST (Mbps)	Internet Only Monthly Fee Hibernation & Shared Speed	MONTHLY FEE (non hibernation accounts)	PACKAGE SPEED/BURST (Mbps)	Internet Only Monthly Fee Hibernation & Shared Speed	MONTHLY FEE (non hibernation accounts)
<input type="checkbox"/> 5 - 10 Mbps	R 260	R 360	<input type="checkbox"/> 30 - 45 Mbps	R 890	R 990
<input type="checkbox"/> 10 - 20 Mbps	R 450	R 550	<input type="checkbox"/> 40 - 60 Mbps	R 1150	R1250
<input type="checkbox"/> 20 - 30 Mbps	R 760	R 860	<input type="checkbox"/> 50 - 75 Mbps	R 1680	R1780
<input type="checkbox"/> MULTIPLE SITES PER SITE R 150/m (SHARED SPEED)			<input type="checkbox"/> HIBERNATION FEE R 150/m (EXCL PRO-RATA USAGE)		

TELEPHONE/TRUEVOIP (VOICE OVER INTERNET PROTOCOL)

FREE CALLS BETWEEN TRUEVOIP NUMBERS!

- | | |
|---|--|
| <input type="checkbox"/> R70 VoIP monthly

<input type="checkbox"/> R 130 VoIP + Recording monthly fee: Incl. 60 days call recording. | <input type="checkbox"/> PORTING/TRANSFER (once off)
To complete Porting forms (available on request) |
|---|--|

VOIP PHONE OPTIONS CAN BE QUOTED ON REQUEST

OTHER SERVICES

- | | |
|--|---|
| <input type="checkbox"/> R 50/m Static Public IP for Cameras/Gaming
<input type="checkbox"/> R 60/m EMail Domain Hosting: incl. 10 mailboxes & Yearly fee | <input type="checkbox"/> R200/m VPN/EOIP Link per premise - per Mbps (1-5Mbps)
<input type="checkbox"/> R 200 Website Domain Registration/Transfer |
|--|---|

NEW EMAIL ADDRESS/ES: (only complete if required) _____@truewan.co.za _____@truewan.co.za	Installation notes:
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Initials

MEMORANDUM OF AGREEMENT

The parties:
SERVICE PROVIDER: True Technologies CC
VAT Reg. No: 4220189015
And
THE CUSTOMER

CUSTOMER DETAILS

Full Name:		ID / Co Reg No:	
E-mail (Accounts):		Phone Number:	
VAT Number		Cellular Number:	
Installation address			
Additional Installation Address:			
Postal Address:			

DEBIT ORDER DETAILS *(only complete if paying by debit order)*

ACCOUNT HOLDER AND BANKING DETAILS

This authority and electronic mandate payment instruction is given by:

DEBIT ORDER BANK DETAILS

Account holder Name:		Physical address	
Name of Bank:		Contact number	
Account Number:		Account Type	
Account Name:		Branch Code & Name:	

To True Technologies cc.

Physical address Shop 3, Fountains Estate, Blaaukrans Street, Jeffreys Bay, 6330

AUTHORITY FOR PAYMENT INSTRUCTIONS

I/We authorise Netcash (acting on behalf of True Technologies CC) to issue payment instructions to my/our bank for collection from the account stated above. Payment amounts will match my/our obligations under the Agreement and Contract Reference Number, which must appear on this form and on every instruction issued.

PAYMENT SCHEDULE AND PROCESSING

I/We agree that the first payment instruction will be issued and delivered on _____ (date), and thereafter monthly on the selected debit date below (please tick):

Debit Date (select one):

<input type="checkbox"/> 1st day of the month	<input type="checkbox"/> Last day of the month (for the following month's instalment)
<input type="checkbox"/> 7th day of the month	<input type="checkbox"/> 25th day of the month (for the following month's instalment)

If the debit date falls on a weekend or public holiday, the debit will be processed on the next business day. If funds are insufficient, True Technologies CC may represent the debit once funds are available. A R50.00 fee applies to any unpaid or returned debit order.

Payment instructions will continue until the Agreement is fully paid, or until cancelled by me/us via 20 (twenty) working days' written notice by registered post or delivery to the address above.

MANDATE

I/We acknowledge that payment instructions issued by True Technologies CC will be treated by my/our bank as if issued by me/us personally. Each debit will appear on my/our bank statement with the Contract Reference Number. Debits are processed electronically via the South African banking system. No refund is due for amounts lawfully owed to True Technologies CC. I/We will not be entitled to a refund of any amounts debited while this authority is in force, if those amounts were legally due and owing to True Technologies CC.

CANCELLATION

Cancelling this authority does not cancel the Agreement — I/we remain liable for all amounts owing. Amounts lawfully debited cannot be reclaimed.

SIGNATURE

By signing below, I/we confirm that I/we have read, understood and agree to the above authority and mandate.

Signed at (Place)	
Date	
Signature	

For True Technologies	
Name	
Signature	

Initials

TERMS & CONDITIONS OF SERVICE

1. BILLING AND PAYMENT

- **The service provider will send an invoice for installation, and the installation date will be set once payment is received.**
After installation, any extra charges and a pro-rata amount for the first month will be billed and must be paid **within 7 days.**
- **Monthly invoices are issued on or before the 1st working day of every month and fees are due on or before the 7th of each month.**
- **A R50 fee applies to unpaid or returned debit orders. Services not paid by the 7th may be suspended.**
We will give 30 days' notice of any price changes.
- **PRE-PAID Fees are invoiced and payable in advance for each month,**
except VOIP calls, faxes and pro rata usage for activations after month-end.
- **Payment must be made by the customer on or before the 7th day of each month wherein the customer has been invoiced**

Initial



2. YOUR RESPONSIBILITIES

You agree to use the service and equipment only for lawful purposes. You may not modify or tamper with any equipment. You are responsible for ensuring everyone who uses your connection — including children — does so within these terms.

3. OUR SERVICE COMMITMENT

We will do our best to keep your service running reliably. We may occasionally need to suspend the service briefly for maintenance or upgrades and will try to give you advance notice when possible. We are responsible for the wireless equipment installed outside your home that connects to our network.

4. WHAT YOUR INSTALLATION INCLUDES

Your standard installation covers:

- A weatherproof wireless device (CPE) mounted outside your home
- Up to 30m of outdoor network cable
- A power adapter (POE) for the external unit
- Connection and setup of one device or your home network
- Basic email and Wi-Fi configuration
- Travel, up to 2 hours of labour, and activation

Not included — and quoted separately: routers, extra cabling, special mounts, VoIP setup, and any computer or software troubleshooting.

5. EQUIPMENT OWNERSHIP

The CPE, POE, and router remain True Technologies' property and must be returned on service termination. The customer is responsible for insuring this equipment against theft or accidental damage. Uninsured losses will be billed. True Technologies will maintain and update firmware on all its equipment. CPEs older than 3 years requiring upgrade will incur an upgrade cost. All other purchased equipment transfers to the customer once fully paid.

6. SERVICE INTERRUPTIONS & ENVIRONMENTAL FACTORS

Lightning, power outages, electrical surges, and extreme weather can affect your connection. We maintain backup power across our network but cannot guarantee service during extended outages. We are not liable for disruptions caused by events beyond our control.

7. FAULTS AND TECHNICAL SUPPORT

Our network responsibility ends at the CPE. Everything inside your home — cabling, router, devices — is your responsibility.

TO LOG A FAULT, contact us at **042 293 4168** or support@truewan.co.za with your account number and a description of the problem.

If we find no fault on our side, a call-out fee will apply. Free support covers your internet connection only — computer, software, and printer issues are chargeable.

Initials

8. ACCEPTABLE USE

You may not use the service to access or share illegal content, send spam, infringe copyright, or carry out any malicious online activity. Breaches may result in immediate suspension or termination of your service.

9. CANCELLATION

Either party may **cancel with 30 days' written notice**. We may cancel immediately for non-payment, serious breach of these terms, or illegal use of the service. All our equipment must be returned promptly on cancellation.

10. YOUR PRIVACY

We collect and use your personal information only to deliver and manage your service, in accordance with the Protection of Personal Information Act (POPIA). We will not sell or share your information with third parties without your consent.

11. OUR LIABILITY

Our liability to you is limited to one month's subscription fee. We are not liable for any indirect losses such as lost income, lost data, or business disruption.

12. CHANGES TO THESE TERMS

We may update these terms from time to time. Updated terms will be posted at www.true.co.za. Continuing to use the service means you accept the updated terms.

13. DISPUTES

If a dispute arises, both parties agree to first try to resolve it through direct negotiation. If unresolved, South African law applies and the matter may be referred to the Magistrate's Court.

CUSTOMER ACKNOWLEDGEMENTS

- Wireless equipment remains the service provider's property and must be returned in its original condition upon cancellation.
- The customer is liable for any equipment damage, destruction, or theft, including from lightning or electrical surges.
- The service provider will arrange equipment collection; if the customer does not cooperate, the provider may remove equipment without consent, and the customer indemnifies the provider against trespass claims.
- The customer may not remove wireless equipment.
- Amendments require written agreement signed by both parties.
- No delay constitutes a waiver of the provider's rights.
- The service provider may amend conditions of service, which will apply to the existing agreement.

By signing this agreement you confirm that you have read and understood these Terms and Conditions.

RICA: DOCUMENTATION REQUIRED BY LAW

• Individuals	• Juristic person (Companies, CCs, Trusts, etc.)
<ul style="list-style-type: none">• Certified copy of your Identity Document (ID) / Passport (stamped by a commissioner of oaths. A certified copy can be made in store if applying at the service provider.)• Proof of address (of installation address) - such as a recent utility bill, a property purchase or rental agreement or affidavit). The PoA needs to include the Name, residential and postal or business address.	<ul style="list-style-type: none">• Name of juristic person, Business address & registration number (if registered).• CIPC Company registration document• A resolution letter on the official business letterhead, selecting a representative. Please provide Name, identity number, residential and postal or business address of the Representative• Certified copy of identity document (not older than 3 months) of the said representative

<u>Signed at</u>		<u>Date</u>	
<u>Customer Name</u>		<u>Customer Signature</u>	
<u>Witness Name</u>		<u>Witness signature</u>	
<u>True Technologies: Name</u>		<u>True Technologies Signature:</u>	