

Acceptable Use Policy

WirelessONE (Pty) Ltd

Reference	WO-LEG-AUP-001
Version	1.0
Effective Date	2026-08-31
Approved By	Bertus Meintjes, Director
Review Cycle	Annual

Statutory basis. Issued in support of the WirelessONE General Terms and Conditions and in compliance with the Electronic Communications Act, 36 of 2005, the Films and Publications Act, 65 of 1996, the Protection of Personal Information Act, 4 of 2013, the Electronic Communications and Transactions Act, 25 of 2002, and other applicable South African law.

1. Purpose

This Acceptable Use Policy ("AUP") defines the standards, rules and conditions governing use of WirelessONE's internet services and network. The purpose of this AUP is to:

- Ensure compliance with South African law.
- Protect the integrity, security and performance of the WirelessONE network.
- Define prohibited activities.
- Outline the consequences of misuse.

This AUP applies to all customers, users and third parties who access WirelessONE services, whether directly or indirectly.

2. Scope

This AUP applies to:

- All WirelessONE internet services.
- All networks, systems, equipment and infrastructure operated by WirelessONE.
- All users accessing the service through any means.

3. Lawful Use

WirelessONE services may only be used for lawful purposes. Users may not use the service to transmit, store, distribute or facilitate any content or activity that violates:

- South African law.
- International law where applicable.
- The rights of third parties (including intellectual property rights).

This includes compliance with POPIA, ECTA, ICASA regulations, and intellectual property laws.

4. Prohibited Activities

The following activities are strictly prohibited:

4.1 Illegal Content and Activities

- Child sexual abuse material.
- Hate speech or incitement to violence.
- Distribution of stolen or pirated content.
- Fraud, phishing, scams or identity theft.
- Unlawful surveillance or interception of communications.

4.2 Network Abuse

- Hacking, cracking or attempting to gain unauthorised access to systems.
- Denial-of-Service (DoS) or Distributed DoS attacks.
- Port scanning or probing without authorisation.
- Distribution of malware, spyware, ransomware or botnet activity.

4.3 Email and Messaging Abuse

- Spam or unsolicited bulk communications.
- Email address harvesting.
- Forging headers or sender information.

4.4 Infrastructure Misuse

- Interfering with network performance or availability.
- Excessive use causing unreasonable congestion on shared infrastructure.
- Connection of non-approved or non-ICASA-type-approved equipment to the WirelessONE network.

4.5 Resale and Redistribution

- Resale, sharing or redistribution of services without WirelessONE's prior written consent.

5. Security Responsibilities

Customers are responsible for:

- Securing their devices, networks and login credentials.
- Maintaining updated antivirus and firewall protection on their own equipment.
- Preventing unauthorised use of their connection.

WirelessONE is not liable for losses arising from compromised customer equipment or credentials.

6. Network Management

WirelessONE reserves the right to:

- Monitor network usage for performance, security and compliance purposes.
- Apply reasonable traffic management measures.
- Suspend or restrict services where necessary to protect network integrity.

WirelessONE does not routinely monitor content, but will act where lawful obligations or abuse reports require intervention.

7. Fair Use and Performance

Best-effort services. While packages may be marketed as "uncapped" or "unlimited", all usage remains subject to reasonable consumption and to network capacity. WirelessONE provides connectivity on a best-effort basis. Excessive or abusive usage that materially degrades performance for other users may result in corrective action, including traffic shaping or service suspension.

8. Complaints and Abuse Reporting

Reports of AUP violations or network abuse may be submitted to admin@wirelessone.co.za or complaints@wirelessone.co.za. All reports are investigated in accordance with the WirelessONE Complaints Procedure.

9. Enforcement and Consequences

Violation of this AUP may result in:

- A warning or notification.
- Traffic restriction or service suspension.
- Termination of services.
- Reporting to relevant authorities.

WirelessONE may act without prior notice where immediate action is required to protect the network or to comply with legal obligations.

10. Limitation of Liability

WirelessONE is not responsible for:

- Content accessed by users through its services.
- Losses resulting from lawful enforcement actions taken under this AUP.
- Third-party websites, services or platforms accessed via the WirelessONE network.

11. Amendments

WirelessONE may update this AUP from time to time. Continued use of the service after amendment constitutes acceptance of the updated AUP.

12. Governing Law

This AUP is governed by the laws of the Republic of South Africa.

Document Control

Reference	WO-LEG-AUP-001
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Custodian	Director, WirelessONE (Pty) Ltd

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .