

Customer Cancellation and CPA Compliance Policy

WirelessONE (Pty) Ltd

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

Statutory basis. Issued in accordance with the Consumer Protection Act, 68 of 2008 (particularly section 14) and the CPA Regulations.

1. Purpose

This policy sets out how customers may cancel services supplied by WirelessONE (Pty) Ltd ("WirelessONE") and explains customer rights and obligations under the Consumer Protection Act, 68 of 2008 ("CPA").

WirelessONE is committed to ensuring that all cancellation processes are fair, transparent and legally compliant.

2. Scope and Application

This policy applies to:

- **Natural-person consumers** (individual customers).
- All services supplied by WirelessONE in the ordinary course of business.

Current product profile. WirelessONE currently provides services on a **month-to-month basis only**. WirelessONE does not currently offer fixed-term contract products. The fixed-term provisions in sections 3 to 7 of this policy apply only if and when WirelessONE introduces a fixed-term product. They are included in this policy for completeness and to set the framework for any future offering.

Important. Section 14 of the CPA applies only to consumer agreements with natural persons. It does not apply to agreements between juristic persons (companies, trusts, associations), unless otherwise specifically provided by law or agreement.

3. Fixed-Term Agreements (Not Currently Offered)

A fixed-term agreement is an agreement concluded for a defined duration (for example, 12 or 24 months).

Under the CPA:

- A fixed-term consumer agreement may not exceed 24 months, unless a longer period provides a demonstrable benefit to the consumer.
- A consumer may cancel a fixed-term agreement at any time by giving the prescribed notice.

4. Customer Right to Cancel a Fixed-Term Agreement

Where WirelessONE offers a fixed-term product, a consumer may cancel that agreement:

- At any time during the agreement; and
- By giving at least **20 business days' written notice** to WirelessONE (the CPA statutory minimum).

Notice may be submitted via:

- Email to admin@wirelessone.co.za; or
- Any other recorded form accepted by WirelessONE.

The cancellation becomes effective after the 20-business-day notice period has expired.

5. Financial Responsibility on Cancellation

On cancellation:

- The customer remains liable for all charges incurred up to the effective cancellation date.
- Outstanding amounts must be settled before account closure.

6. Early Cancellation and Reasonable Cancellation Fee (Fixed-Term Only)

Where a fixed-term agreement is cancelled before its expiry, WirelessONE may charge a reasonable cancellation fee as permitted under section 14(3) of the CPA.

In determining a reasonable cancellation fee, WirelessONE will consider the factors prescribed by the CPA Regulations, including:

- The value of services already provided.
- The remaining duration of the agreement.
- Installation, activation or de-installation costs.
- Discounts or benefits granted in expectation of the full contract term.
- The likelihood of securing another customer for the service.

- Industry practice.

Right preserved. No cancellation fee will be imposed that defeats or negates the consumer's right to cancel under the CPA.

7. Expiry of Fixed-Term Agreements

WirelessONE will notify consumers between **40 and 80 business days** before the expiry of any fixed-term agreement, setting out:

- The expiry date.
- Available options.
- Any applicable changes to terms or pricing on renewal.

If the consumer does not respond:

- The agreement will continue on a month-to-month basis unless cancelled.
- No fixed-term penalties will apply during the month-to-month period.

8. Month-to-Month Agreements

All current WirelessONE services are month-to-month.

A customer may cancel a month-to-month service by:

- Providing **one calendar month's written notice** to WirelessONE.
- No early cancellation penalty applies.

The cancellation takes effect at the end of the calendar month following the month in which valid notice is received. The customer remains liable for all charges incurred up to the effective cancellation date.

Notice may be submitted via:

- Email to admin@wirelessone.co.za; or
- Any other recorded form accepted by WirelessONE.

9. Cooling-Off Right (Direct Marketing)

Where an agreement was concluded as a direct consequence of direct marketing (for example, a telephone, SMS, or email solicitation):

- The consumer may cancel within 5 business days of receiving the goods or concluding the agreement, whichever is later.
- No penalty applies.

10. Equipment and Installations

Where applicable on cancellation:

- Customer-premises equipment (CPE) that has not been purchased outright must be returned to WirelessONE in good working condition.
- Failure to return equipment may result in recovery or replacement charges in accordance with the WirelessONE General Terms and Conditions.

11. Dispute Resolution

Cancellation-related disputes should first be submitted to admin@wirelessone.co.za and will be handled in accordance with the WirelessONE Complaints Procedure.

Unresolved disputes may be escalated to:

- **The Consumer Goods and Services Ombud (CGSO).**
- **The National Consumer Commission (NCC).**
- **ICASA** in respect of complaints falling within ICASA's jurisdiction.

12. Governing Law

This policy is governed by the laws of the Republic of South Africa, including the Consumer Protection Act, 68 of 2008.

Document Control

Reference	WO-LEG-CCP-001
Version	1.0
Issued	2026-08-31
Next Review	2027-08-31
Custodian	Director, WirelessONE (Pty) Ltd

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft.
0.2	2026-05-13	Month-to-month notice period changed from 20 business days to 1 calendar month per Director's instruction. Section 2 product-profile clarification added (WirelessONE currently month-to-month only). Section 4 fixed-term notice retained at the CPA statutory minimum of 20 business days for future fixed-term product introduction.

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