

End-User Service Charter

WirelessONE (Pty) Ltd

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

Statutory basis. Published in accordance with the End-User and Subscriber Service Charter Regulations (as amended by the End-User and Subscriber Service Charter Amendment Regulations, 2025), the Code of Conduct Regulations, 2007, and the Consumer Protection Act, 68 of 2008.

1. Purpose

This End-User Service Charter sets out the service-related commitments WirelessONE (Pty) Ltd ("WirelessONE") makes to its customers and the rights customers have in relation to those services. It complements the WirelessONE General Terms and Conditions, the WirelessONE Complaints Procedure, and the WirelessONE Abridged Code of Conduct.

2. Scope

This Charter applies to:

- All WirelessONE wireless and fibre internet services.
- All current and prospective WirelessONE customers.

3. Nature of WirelessONE Services

WirelessONE provides internet connectivity services under the following standing principles:

- **No fixed-term contracts.** All WirelessONE services are provided on a **month-to-month** basis. Customers are not locked into multi-year contracts.
- **Uncapped data.** All WirelessONE service packages include **uncapped data** with no fair-use policy (FUP), no data thresholds, and no data-based throttling.
- **Speed by package.** The download and upload speed of a customer's service is set by the package they select. Speed is the only performance attribute that varies between packages.

- **Monthly billing in advance.** Customers are billed monthly in advance for the service period ahead.
- **One calendar month cancellation notice.** A customer who wishes to cancel a service must provide one calendar month's written notice.

Best-effort services. WirelessONE provides connectivity on a best-effort basis. No specific uptime, latency, throughput or service-level agreement is offered or implied unless expressly agreed in writing in a separate Service Level Agreement.

4. Tariff Transparency

WirelessONE publishes its tariffs as follows:

- Package pricing, installation fees, and any other applicable charges are published on the WirelessONE website at www.wirelessone.co.za.
- Pricing is stated in South African Rand and is inclusive of Value-Added Tax (VAT) where applicable.
- The customer's selected package and applicable fees are confirmed in writing at the point of sale.
- Each monthly invoice itemises the charges for the period.

WirelessONE will give customers reasonable advance notice of any change to recurring tariffs.

5. Service Activation

- WirelessONE confirms in writing the agreed package, pricing, and any once-off charges at the point of sale.
- Billing commences on the activation date — the date on which installation, configuration and testing of the service have been completed.
- Service activation is subject to coverage availability, technical viability, and approved application.

6. Service Performance and Quality

WirelessONE provides services on a best-effort basis. WirelessONE undertakes to:

- Operate and maintain its network in accordance with reasonable industry standards.
- Respond to reported faults and outages within a reasonable period.
- Communicate with affected customers in the event of planned maintenance or extended outages, where reasonably practicable.
- Apply network management measures only where necessary to protect network integrity or to comply with legal obligations.

Service interruptions may occur due to scheduled maintenance, power failures, weather conditions, third-party infrastructure failures, or circumstances beyond WirelessONE's reasonable control. WirelessONE is not liable for losses resulting from such interruptions, as set out in the WirelessONE General Terms and Conditions.

7. Billing and Payment

- WirelessONE issues monthly invoices in advance.
- Each invoice states the service period, the charges, the due date, and the payment instructions.
- Payment is due on the date specified on the invoice.
- Overdue amounts may attract reasonable interest as permitted by law, and may result in suspension or termination after due notice.
- WirelessONE does not require security deposits or prepayments beyond the first month's subscription and any once-off installation fee, unless expressly agreed in writing.

8. Billing Disputes

Where a customer disputes a charge in good faith:

- The dispute should be submitted in writing to admin@wirelessone.co.za or via the WirelessONE Complaints Procedure.
- Service will not be suspended or disconnected solely because a valid billing dispute is under investigation.
- WirelessONE will investigate the matter and respond in writing in accordance with the WirelessONE Complaints Procedure.

9. Customer Right to Cancel

Customers may cancel their service at any time by providing **one calendar month's written notice** to WirelessONE.

- Notice may be submitted by email to admin@wirelessone.co.za or in any other recorded form accepted by WirelessONE.
- 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.

For full detail of cancellation rights, including consumer protections under section 14 of the Consumer Protection Act, refer to the WirelessONE Customer Cancellation and CPA Compliance Policy.

10. Complaint Handling

WirelessONE provides a clear complaints process. Customers should first attempt to resolve any matter with WirelessONE before escalating to ICASA.

- Complaints should be submitted in writing to complaints@wirelessone.co.za.
- WirelessONE will acknowledge receipt within **48 hours** and provide a reference number.
- WirelessONE will respond in writing with an outcome within **14 business days** of receipt.
- Unresolved complaints may be escalated internally to the Director at bertus@wirelessone.co.za, and thereafter externally to ICASA.

For full detail, refer to the WirelessONE Complaints Procedure.

11. Promotional Offers

If WirelessONE offers a promotional tariff (such as a temporary price reduction or a value-added benefit for a defined period):

- The terms of the promotion will be stated at the time of offer.
- WirelessONE will lodge the promotional tariff with ICASA in accordance with the End-User and Subscriber Service Charter Regulations.
- The promotion will revert to the standard tariff at the end of the promotion period unless renewed.

12. Equipment

- Customer-premises equipment (CPE) supplied by WirelessONE remains the property of WirelessONE unless purchased outright by the customer.
- On cancellation, CPE that has not been purchased outright must be returned to WirelessONE in good working condition.
- Damage due to negligence or misuse may be recovered from the customer in accordance with the WirelessONE General Terms and Conditions.

13. Customer Information and Privacy

Customer personal information is processed in accordance with the Protection of Personal Information Act, 4 of 2013, the WirelessONE Privacy Policy, and the WirelessONE POPIA Policy.

14. Review of this Charter

This Charter is reviewed bi-annually in line with the reporting cycles of the End-User and Subscriber Service Charter Regulations.

15. Contact Information

General Customer Email	admin@wirelessone.co.za
Complaints Email	complaints@wirelessone.co.za
Director / Information Officer	Bertus Meintjes — bertus@wirelessone.co.za
Office Telephone	(017) 422 0299
Mobile	(082) 826 9234
Website	www.wirelessone.co.za
Registered Office	11A Dannhauser, Meyerville, Standerton, 2430
Operating Office	17 Caledon Street, Kasselmann Building, Standerton, 2430

Document Control

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

Version History

Version	Date	Notes
0.1	2026-05-13	Initial draft. New document — addresses End-User and Subscriber Service Charter Regulations obligations previously not consolidated in customer-facing form. Reflects WirelessONE's actual product profile (no contracts, uncapped data, no FUP, monthly billing, one calendar month cancellation notice).
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal .