

General Terms and Conditions

WirelessONE (Pty) Ltd

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

Statutory basis. Issued under the Consumer Protection Act, 68 of 2008, the Electronic Communications Act, 36 of 2005, and the ICASA Standard Terms and Conditions Regulations.

1. Definitions

In these Terms and Conditions, unless the context indicates otherwise:

- **WirelessONE** means WirelessONE (Pty) Ltd, Registration Number 2019/058513/07, an Internet Service Provider licensed by the Independent Communications Authority of South Africa (ICASA).
- **Customer** or **Subscriber** means any person or entity using WirelessONE services.
- **Service(s)** means internet connectivity and any related products or services provided by WirelessONE.
- **Agreement** means these Terms and Conditions together with any application form, service order, Acceptable Use Policy, Complaints Procedure, Privacy Policy, POPIA Policy, Service Charter and Customer Cancellation and CPA Compliance Policy.
- **Business Day** means any day other than a Saturday, Sunday or South African public holiday.
- **CPE** means customer-premises equipment supplied or installed by WirelessONE at the Customer's premises.

2. Acceptance of Terms

By applying for, using, or continuing to use WirelessONE services, the Customer accepts these Terms and Conditions. These Terms form a binding agreement between the Customer and WirelessONE.

3. Services Provided

WirelessONE provides wireless and fibre internet services subject to:

- Network availability and coverage.
- Technical feasibility.
- Compliance with ICASA regulations and applicable law.

All WirelessONE services are provided on a **month-to-month basis** with **uncapped data** and **speed determined by the selected package**. WirelessONE does not currently offer fixed-term contract products.

WirelessONE reserves the right to modify, upgrade, suspend or discontinue any service where operationally necessary, with reasonable notice where practicable.

4. Service Activation

- Services are activated once installation, configuration and testing are completed.
- Billing commences on the activation date.
- Service activation is subject to approved application and technical viability.

5. Customer Obligations

The Customer must:

- Provide accurate and complete information at application and update such information as it changes.
- Use services lawfully and in accordance with the WirelessONE Acceptable Use Policy.
- Not resell, share, or redistribute services without WirelessONE's prior written consent.
- Maintain and protect any installed customer-premises equipment.
- Pay all amounts due to WirelessONE by the due date specified on the invoice.

6. Acceptable Use

All services are subject to the WirelessONE Acceptable Use Policy. Unlawful use, network abuse, or activities that compromise network integrity may result in suspension or termination.

7. Fees and Payment

- Fees are billed monthly in advance.
- All invoices are payable by the due date specified.
- WirelessONE may charge reasonable interest on overdue amounts as permitted by law.
- Non-payment may result in service suspension or termination after due notice.

- Customers disputing a charge in good faith should follow the WirelessONE Complaints Procedure. Service will not be disconnected solely because a valid billing dispute is under investigation.

8. Equipment

- Any equipment supplied by WirelessONE remains the property of WirelessONE unless otherwise agreed in writing or paid for in full.
- Equipment must be returned in good condition upon termination of services.
- Damage due to negligence or misuse may be recovered from the Customer.
- Customer-owned equipment connected to the WirelessONE network must conform to applicable technical standards.

9. Service Performance — Best-Effort Basis

No service-level agreement. WirelessONE provides internet connectivity on a **best-effort basis**. WirelessONE does not warrant or guarantee any specific level of uptime, latency, throughput, jitter, packet loss, or continuity of service. No service-level agreement is offered or implied unless expressly agreed in writing between the Customer and WirelessONE in a separate, signed Service Level Agreement.

Service interruptions may occur due to, among other things:

- Scheduled or emergency maintenance and upgrades.
- Power failures and grid instability (Eskom-related or otherwise).
- Adverse weather conditions affecting wireless links.
- Third-party infrastructure failures (upstream providers, fibre operators, peering points).
- Acts of God and circumstances beyond WirelessONE's reasonable control.

WirelessONE will use reasonable efforts to restore services within a reasonable period and to communicate with affected Customers, but is not liable for losses resulting from service interruptions.

10. Suspension and Termination

WirelessONE may suspend or terminate services where:

- The Customer breaches these Terms.
- Services are used unlawfully or fraudulently.
- Payments are overdue and remain unresolved after due notice.
- Continued provision of the service would compromise network integrity or the safety of other users.

A Customer may terminate a month-to-month service by giving **one calendar month's written notice** to WirelessONE. Full cancellation rights, including consumer protections under section 14 of the Consumer Protection Act, are set out in the WirelessONE Customer Cancellation and CPA Compliance Policy.

11. Limitation of Liability

To the maximum extent permitted by law:

- WirelessONE is not liable for any indirect, incidental, consequential, special or punitive damages of any kind, however arising.
- WirelessONE does not warrant that services will meet all Customer requirements, be uninterrupted, timely, secure or error-free.
- WirelessONE's total aggregate liability to a Customer for direct damages, where established, is limited to the amount paid by the Customer for the affected service in the three months preceding the event giving rise to the claim.

12. Indemnity

The Customer indemnifies WirelessONE against any claims, losses, damages, costs or expenses arising from:

- Misuse of services by the Customer or any user of the Customer's account.
- Breach of these Terms by the Customer.
- Unlawful activities conducted through the Customer's connection.

13. Privacy and Protection of Information

WirelessONE processes personal information in accordance with the Protection of Personal Information Act, 4 of 2013, the WirelessONE Privacy Policy and the WirelessONE POPIA Policy. Customer information is handled lawfully, securely and transparently.

14. Amendments

WirelessONE may amend these Terms from time to time. Material changes will be communicated via the WirelessONE website or other reasonable means. Continued use of the service after amendment constitutes acceptance of the updated Terms.

15. Governing Law and Jurisdiction

These Terms are governed by the laws of the Republic of South Africa. The courts of South Africa have jurisdiction over any dispute arising from these Terms.

16. 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-TCS-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. Explicit best-effort / no-SLA clause added (§9).
0.2	2026-05-13	Product profile clarified (§3 — month-to-month only, uncapped data, speed by package). Termination notice clarified (§10 — one calendar month for month-to-month). Service Charter added to defined documents under "Agreement" (§1).
1.0	2026-08-31	Published — first public release at wirelessone.co.za/legal.