



TCS-Wifi Terms and Conditions

- All prices are subject to change and include VAT. Installation cost must be paid on invoice.
- All rental (R 1 500.00) equipment are subject to have an ALWAYS ON service. If they require a permanent minimum connection service to be active. *On/off packages do not qualify for the equipment rental.
- All equipment carries a one-year manufacturer's guarantee excluding power supplies. TCS recommends a UPS to be used on all computer equipment and on the TCS radio equipment. Maintenance outside the manufacturer's guarantee is for the customer's account. Rental equipment will be maintained by TCS but needs to be insured by the customer against theft and storm damage.
- The client premises equipment (CPE) remains the responsibility of the client and needs to be insured.
- TCS will not be liable for the maintenance of any of the client's hardware and/or software, unless agreed to by both parties and a quoted labor price is accepted thereof.
- TCS prohibits the use of peer-to-peer (P2P) software. Anyone who fails to comply with this requirement will be permanently removed from network.
- Illegal use of any networking software to bypass the standard TCS configuration and regulation is strictly forbidden and is a criminal offence and will be prosecuted.
- TCS accepts no responsibility for network downtime or loss of any materials downloaded (ebooks, audio, video, pictures and software) using our network. Such materials may be copyrighted and use thereof without the copyright holder's consent is illegal.
- Always ensure that your antivirus protection software is up to date.
- TCS does not take any responsibility for damages to any property or equipment during the installation or maintenance of the TCS equipment on your premises.
- TCS reserves the right to terminate this Agreement and any service provision to a customer where there is a breach of these Terms of Use but undertakes to act reasonably in doing so.
- Subscribers should note that rollover of unused bandwidth is only offered with TCS's prepaid packages. Where a subscriber elects a fixed cap package, bandwidth not utilized during the relevant period is not carried over and is lost. The fixed cap subscriber will then be re-allocated bandwidth at the commencement of the next month.
- TCS supplies a reliable and secure best effort service to subscribers.
- Subscribers will conduct business in a courteous and professional manner with The Computer Shop.
- Subscribers are solely responsible for all actions authenticated by credentials associated with their account(s) and usage there-off including bandwidth usage. TCS accepts no liability for any loss of data or damage suffered by subscribers by the use of subscribers' authentication credentials.
- TCS takes steps to monitor the bandwidth usage of subscribers so as to ensure that subscriber bandwidth limitations are not exceeded and will throttle users when limits are reached.
- The customer indemnifies TCS in respect of any damages, loss or costs or claims instituted against TCS arising from any application or subscription to or use of the service or breach of the terms and conditions applicable to it.
- This service may be cancelled by me/us by giving TCS two (2) weeks' notice in writing. This contract will remain in place until cancelled by either party.
- All equipment remains property of TCS until fully paid for.
- Payments are due on or before the 7th of each month. Failure to do so will result in automated disconnection and a reconnection fee will apply.
- TCS is not responsible for the client's internal network. Our responsibility ends at the CPE on the client's roof.

