



The Computer Shop TCS Wi-Fi / TCS Fibre

Terms and Conditions

- TCS supplies a reliable and **BEST EFFORT** service to subscribers.
- All prices are subject to change and include VAT. Installation cost must be paid on invoice.
- All rental equipment is subject to have an ALWAYS ON service. I.e., they require a permanent minimum connection service to be active.
*On/off packages do not qualify for the equipment rental.
- Pro rata billing for the first month's connection is due on presentation.
- The client hereby acknowledges that the ownership always remains with TCS and that they have no right, title, or interest in the rental equipment.
- Monthly subscription payments are due 7 days after invoice date, failure to do so gives the right to TCS to terminate the service and remove the equipment.
- If the outstanding payment is received, no credit will be given for the days with no usage. Reconnection can take up to two days with EFT payments or instant if payment is made on the client portal.
- In the case where the equipment is no longer at the designated address at date of removal, the client gives the right to TCS to charge the additional R2000 (two thousand rand) to the clients account to change the rental equipment to owned equipment. The full outstanding amount will then be handed over to a registered Debt Collecting Agency.
- In the case of relocation, a relocation fee will be charged.
- The client needs to provide two weeks' notice before relocating to give TCS enough time to schedule removal and reinstallation of the equipment.
- If the client relocates to an area where TCS has no coverage, TCS will view it as a cancellation of service and all rental equipment needs to be returned.
- Prepaid clients with owned equipment (R3500 installation) have the option to switch their usage on and off in 7-day increments on the customer portal client.tcswifi.co.za/portal/login
- Prepaid clients paying via EFT need to provide a two-day delay for the switch on, a switch on via the portal is instant.
- All equipment carries a one-year manufactures guarantee excluding power supplies. TCS recommends a UPS to be used on all computer equipment and on the TCS radio equipment. Maintenance outside the manufacturers 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 owned 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 labour price is accepted thereof.





- Fibre installations (R1500) are subject to availability in your area and have annual subscriptions. In the case of early termination (before 6 months), the rent to own router board supplied in the installation will be uninstalled.
- Fibre clients cannot hold TCS liable for any down time due to upstream server provider issues. Clients do have the option for the ADD-ON Optional Uncapped Automated Wi-Fi Failover for any such down times.
- Line speeds can be adjusted with a 30-day written notice.
- 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.
- 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 the subscriber 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.





- The Customer will allow access to the Customer site during business working hours for the installation, maintenance, replacement, relocation, and removal of the equipment.
- Any additional / non-standard equipment shall be for the cost of the customer.
- All invoices relating to hardware, software or accessories are due on presentation.
- No Laptops or other devices booked in for repairs, refurbishments or replacement may leave the premises until fully paid for.
- Unclaimed equipment will be sold after Three months to recover costs.
- TCS has a no Refund policy on any opened Retail purchases. In case of a refund, proof of purchase needs to be provided and a 10% handling charge will apply.

