

CUSTOMER AGREEMENT

Terms & conditions

TCS Wi-Fi and TCS Fibre

LANGUAGE INDEX

Select a language below to open that section.

English

Terms & conditions

Page 2

Xhosa / isiXhosa

Imiqathango nemimiselo

Page 11

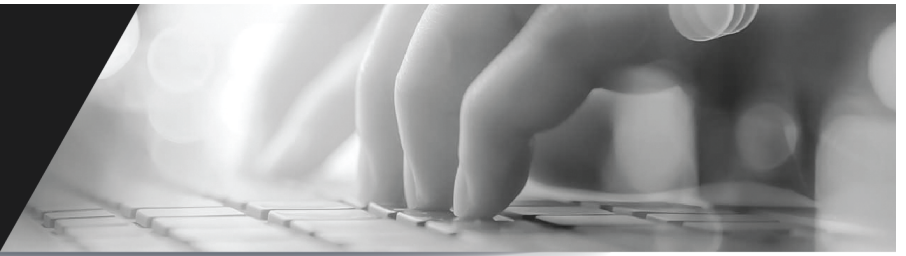
Afrikaans

Bepalings en voorwaardes

Page 22

Page references include this cover page.





CUSTOMER AGREEMENT

Terms & conditions

TCS Wi-Fi and TCS Fibre | Revised 28 September 2026

Service provider: The Computer Shop Plett CC (registration 2004/038845/23), trading as TCS Wi-Fi / TCS Fibre ("TCS").

Application: This version applies from the effective date communicated to the customer, following any required notice. It does not retrospectively change an existing agreement.

1. Your agreement with TCS

1.1 These terms apply to TCS wireless and fibre services. The accepted quote or service order identifies the customer, service address, package, fees, equipment arrangement and any minimum term. "FNO" means Fibre Network Operator; "CPE" means customer premises equipment; a billing month is a calendar month, except the activation-based TCS Communcativity cycle.

1.2 An online application is a request for service, subject to coverage and feasibility. The agreement is concluded when the customer accepts the service order and these terms and TCS confirms acceptance in writing or electronically. Payment and installation conditions must be met before activation.

1.3 TCS will make the accepted service order and terms available to the customer and retain a record of the accepted version. The account holder must provide accurate details and identify anyone authorised to act on the account.

1.4 An expressly agreed service-specific provision takes precedence over a conflicting general provision. Mandatory South African law prevails over either. Nothing in these terms excludes a right or remedy that cannot lawfully be excluded.

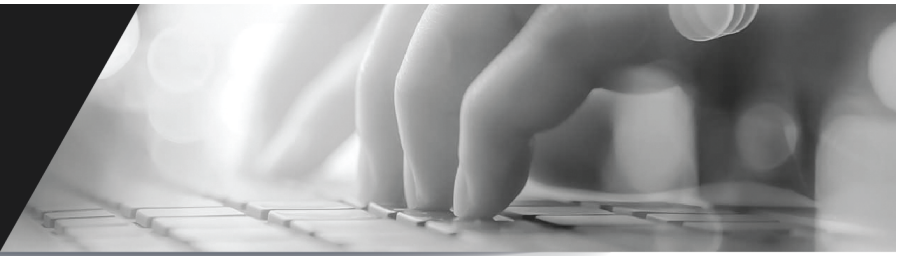
2. Service basis and important conditions

2.1 Services are supplied on a **best-effort basis**. TCS does not guarantee uninterrupted service, minimum uptime or specific throughput/speeds unless expressly agreed in a signed service order or Service Level Agreement (SLA).

2.2 Actual performance can vary with network load, radio interference, line conditions, upstream connectivity, customer devices, indoor Wi-Fi coverage and power availability. TCS will use reasonable efforts to investigate reported faults and restore affected services.

Please read carefully: Payment deadlines are in section 3; equipment ownership and replacement in sections 5-6; cancellation and cost recovery in section 8; service limitations in sections 9-12; complaints and privacy in sections 13-14; and the MetroFibre promotion in section 16.





3. Pricing and payment

3.1 All stated prices include VAT. The accepted quote or service order specifies the applicable charges. Price changes require at least 30 days' written notice, subject to any longer period or other protection required by law or the agreement.

Charge	When payment is due
Monthly subscriptions	No later than the 7th of the month for which the service is supplied, except a package expressly payable in advance.
Installation / equipment quote	Immediately upon acceptance, before installation or supply, unless otherwise agreed in writing. An unaccepted quote does not itself create a payment obligation.
New service / first month	For calendar-month services, the first month is pro rata from activation to month-end and payable upon presentation of the invoice. TCS Communectivity is excluded: its full activation-based monthly cycle is payable in advance.
Once-off work	Upon presentation of the invoice, or in advance where required by the accepted quote.
TCS Communectivity	R350 in advance per monthly cycle from activation, with no pro-rata billing. For example, activation on 23 October covers service up to the renewal point on 23 November. Pay before that renewal point to continue service; otherwise the paid service expires. No upfront installation fee.

3.2 Installation payments must clear before installation is scheduled or performed, as applicable. Additional work and equipment require a quote and customer approval. If an installation is cancelled within 24 hours of its scheduled time, a reasonable, disclosed booking or call-out charge may apply, subject to law.

3.3 Activation means the date the agreed service is enabled and available for use at the premises. TCS will communicate activation. If installation cannot proceed, TCS will explain the reason and account for amounts paid, refunding amounts due for services not supplied, subject to lawful, agreed charges.

3.4 **TCS Communectivity cycle dates.** The activation date determines the monthly renewal date; the service is not aligned to calendar month-end and is not pro-rated. A cycle starting on the 23rd runs through the 22nd and expires at the renewal point on the 23rd of the following month. TCS will confirm the exact expiry/renewal date for the account, including where the next month has no matching calendar date. Payment is required before the next cycle begins.





4. Suspension and reconnection

4.1 Unpaid invoices may result in suspension after reasonable notice identifying the arrears and how to remedy them. Termination is subject to applicable breach-notice requirements. Emergency suspension may occur for security, fraud prevention or protection of network integrity.

4.2 Suspension does not itself cancel the agreement. For recurring billed services, contractual subscription charges continue during non-payment suspension until lawful termination, subject to applicable law. TCS Communectivity instead expires at the end of its paid monthly cycle if not renewed; expiry does not remove equipment-return obligations or lawful amounts already due. No downtime credit arises solely from non-payment.

4.3 Reconnection following EFT may take up to 48 hours after cleared funds are received and allocated. Proof of payment alone is not confirmation of cleared funds. Customers should use the correct account reference.

4.4 Report disputed charges promptly, with reasons and supporting information, through the complaints process in section 13. Undisputed amounts remain payable by their due date. TCS will investigate disputed amounts and comply with applicable dispute and suspension requirements.

5. Wireless packages and fibre installation

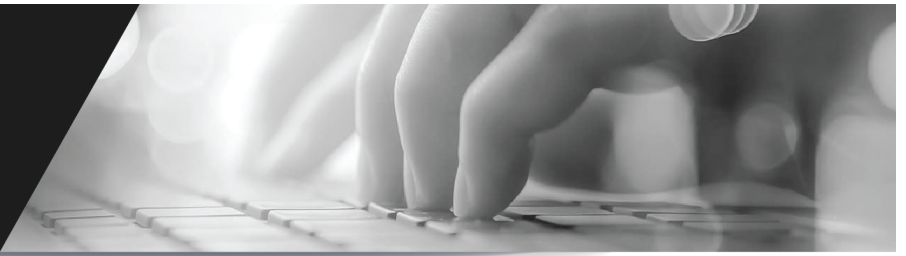
Package	Installation charge and ownership
Standard Wireless Install	R1,500 covers installation only. Supplied equipment remains TCS property.
Full Ownership Wireless Install	R3,500 includes installation and the equipment identified in the quote. Ownership transfers once fully paid.
TCS Communectivity	No upfront installation fee; R350 monthly in advance. Supplied equipment remains TCS property. See clause 8.5 for early-cancellation cost recovery.

5.1 **Wireless installations.** The table above applies to wireless packages. The quote specifies the included equipment, mounting and cabling. Non-standard work or equipment is quoted separately before work begins. Fibre equipment may belong to the FNO; the service order identifies the applicable ownership arrangement.

5.2 TCS-owned equipment includes supplied radios, routers, antennas/dishes, power supplies, brackets and cabling, unless the service order states otherwise. Paying an installation or maintenance charge does not transfer ownership. Replacement quotations must state whether equipment is sold to the customer or remains TCS/FNO-owned.

5.3 TCS-owned setups require an ongoing service arrangement ("Always-On"); this describes the billing arrangement, not an uptime guarantee. Calendar-month services are not eligible for pauses or intermittent billing. TCS Communectivity is prepaid on its activation-based monthly cycle under clauses 3.4 and 4.2. On/Off packages do not qualify for TCS-provided equipment.





5.4 Customers must obtain necessary landlord/body corporate permissions, disclose known site hazards and allow reasonable, arranged access during business hours for installation, inspection, maintenance and collection. TCS must perform its work with reasonable care.

5.5 **All fibre installations.** Standard free installation covers up to **20 running metres of fibre cable from the fibre boundary box (BB) to the home.** The cable route is assessed during installation planning. Additional distance or work outside the standard scope is subject to quotation and customer approval before work proceeds. Activation charges, where applicable outside a promotion, must be disclosed separately in the service order.

6. Warranty, care and maintenance

6.1 New equipment carries a 12-month manufacturer's warranty from supply, except power supplies, for which the applicable manufacturer's cover will be stated on supply. Statutory rights remain unaffected. TCS will assess reported defects and arrange the applicable warranty remedy.

6.2 Once installed, the customer is responsible for reasonable care, security and insurance of equipment at the premises, including TCS-owned equipment. Warranty exclusions apply to damage caused by surges, lightning, water ingress, misuse, tampering or unauthorised modifications, to the extent lawful. Faults caused by TCS's poor installation remain TCS's responsibility.

After warranty: Repair or replacement is chargeable to the customer, including for TCS-owned equipment, unless the fault arises from TCS's defective installation or a non-excludable legal obligation. TCS will quote and obtain approval before chargeable work. Ownership and maintenance responsibility are separate.

6.3 Customers must not relocate, alter or permit unauthorised work on TCS/FNO equipment. Customer-owned internal networks and equipment are maintained at the customer's cost, subject to applicable warranties and statutory rights.

7. Relocation and package changes

7.1 Submit relocation requests in writing at least 14 days in advance through support@tcswifi.co.za, a branch or an approved ticket channel. Relocation depends on coverage, feasibility and availability. The fee will be quoted in advance and is payable before work is scheduled.

7.2 A relocation request does not automatically cancel the existing service. TCS will confirm the proposed move, any overlap in billing and activation arrangements. Customers moving outside coverage must give cancellation notice and arrange equipment return.

7.3 **MetroFibre and Openserve package changes.** Upgrades take effect immediately once processed, without a calendar-month notice period. Downgrades require one full calendar month of written notice: the notice month begins on the first day of the month following receipt, and the lower package takes effect on the first day after that notice month. For example, a downgrade request received on 10 October takes effect on 1 December. TCS will confirm the effective date and applicable charges. Changes on other fibre networks follow the disclosed FNO requirements.





8. Cancellation and final billing

8.1 Cancellation must come from the account holder or an authorised representative and include the account number, service address and requested termination date. Send it to support@tcswifi.co.za; info@tcswifi.co.za is also accepted. TCS will acknowledge receipt and confirm the termination date. Notice runs from receipt, not from the acknowledgement date.

Service	Notice and example
Fibre	One full calendar month's written notice. The notice month starts on the 1st of the month following receipt; termination is at that month-end. Example: receipt on 10 September means termination on 31 October.
Wi-Fi (including TCS Communeconnectivity)	At least 14 calendar days' written notice from receipt, without a month-end requirement. Example: receipt on 10 September means termination on 24 September. Calendar-month Wi-Fi subscriptions are pro rata to termination. TCS Communeconnectivity uses full prepaid monthly cycles, subject to statutory refund rights.

8.2 Charges remain payable through the applicable lawful notice period, irrespective of usage or a customer-requested early disconnection. A later termination date requested by the customer applies if accepted by TCS. These rules remain subject to statutory cancellation and cooling-off rights.

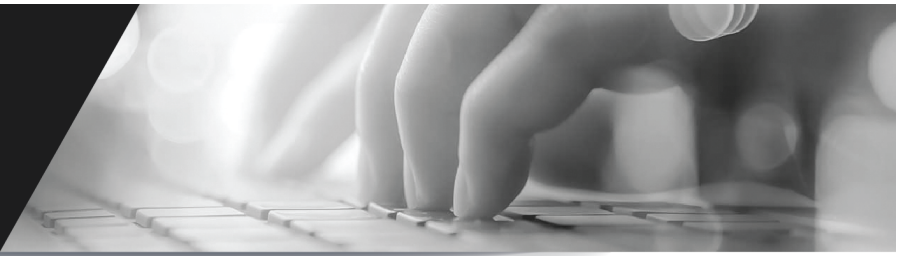
8.3 A minimum or fixed term applies only if expressly stated in the accepted service order. Where CPA section 14 applies, the customer may cancel on 20 business days' recorded notice, subject to a reasonable lawful penalty. Required expiry notices and renewal rights will be honoured.

8.4 The final account will show subscription charges, lawful amounts outstanding and credits. Any refund handling fee must be reasonable, disclosed and no more than 10%; no fee applies where prohibited by law.

8.5 **TCS Communeconnectivity early cancellation.** Installation has no upfront fee. If the service terminates within the first **3 months from activation**, an installation-cost recovery fee of **R500 including VAT** applies, subject to applicable law. The actual termination date, not the date notice is given, determines whether the fee applies. No installation-cost recovery fee applies on or after the three-month anniversary of activation. The normal 14-day cancellation notice still applies. TCS Communeconnectivity is billed in full prepaid monthly cycles, not pro rata; statutory cancellation and refund rights remain unaffected. TCS-owned equipment must be returned under clause 8.6; any equipment charge must not duplicate a loss already recovered.

8.6 TCS-owned equipment must be returned within 7 days after termination or relocation outside coverage, or made available for agreed safe collection. Customers must not remove roof-mounted equipment themselves. Fair wear and tear is excluded from damage charges; unreturned or damaged items may attract a reasonable, substantiated replacement charge. TCS collection delays will not be treated as customer failure to return.





9. Support and service interruptions

9.1 TCS supports its supplied service up to the agreed handover point: normally the wireless CPE Ethernet output or the fibre ONT handover port. **Standard remote support for the supplied TCS router is included.** Indoor coverage extensions, additional access points, customer devices and internal networks are customer-managed unless expressly included. Chargeable on-site assistance is subject to clause 9.2 and does not override warranty or defective-installation remedies.

9.2 Assistance beyond the agreed boundary may be provided at the disclosed standard call-out or support rate, with customer approval before chargeable work. Customers should report faults promptly and assist with reasonable troubleshooting.

9.3 Fibre service is subject to FNO coverage, installation and upstream availability. TCS will log and follow up upstream faults but does not control the FNO's repair schedule. Unless an SLA provides otherwise, there are no automatic contractual outage credits or refunds, subject to non-excludable statutory remedies.

9.4 **MetroFibre fault resolution.** The standard MetroFibre fault-resolution target is **3-5 working days, depending on fault severity**, subject to the applicable MetroFibre SLA and its fault classification, timing rules and exclusions. TCS will log and follow up the fault and communicate updates. This is an upstream repair target, not an unconditional TCS restoration guarantee; any expressly agreed SLA rights remain unaffected.

10. Power failures and events beyond control

10.1 Service may be affected by load shedding, power failures, exhausted backup power, fibre breaks, vandalism, theft, upstream outages, civil unrest, government action and other events beyond TCS's reasonable control. Customers are advised to provide suitable UPS/backup power for equipment at their premises.

10.2 TCS is not responsible for failure to perform to the extent caused by events beyond its reasonable control and will take reasonable mitigation and restoration steps. No automatic contractual credit or compensation applies to power-related outages. Statutory rights and clause 12 remain unaffected.

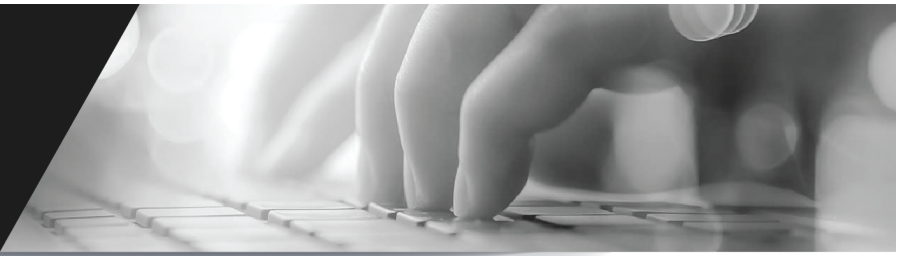
11. Acceptable use and capped packages

11.1 Peer-to-peer file sharing using BitTorrent or similar applications to download, upload or seed files is prohibited on TCS services. This restriction is directed at file sharing, not ordinary calling or gaming merely because it uses peer-to-peer technology.

11.2 Unlawful activity, copyright infringement, spam, malware distribution, network attacks and unauthorised access are prohibited. Customers may not bypass or alter TCS security, access controls or managed network configurations without authorisation.

11.3 TCS may restrict or suspend affected services where there are reasonable grounds to suspect unlawful activity, abuse or network threats. TCS will explain the reason where lawful and practicable and provide an opportunity to respond, except where immediate protective action is necessary. Termination remains subject to applicable law.





11.4 Customers are responsible for authorised account use, safeguarding credentials and promptly reporting suspected compromise. Unused bandwidth rolls over only on prepaid packages. Fixed-cap packages do not roll over data. These provisions remain subject to mandatory law under clause 1.4.

12. Liability

12.1 To the extent permitted by law, TCS excludes liability for indirect or consequential loss, including loss of profits or data. Customers should maintain appropriate backups and continuity arrangements.

12.2 No exclusion applies to TCS's fraud, wilful misconduct, gross negligence or liability that cannot lawfully be excluded. These terms do not excuse defective installation or remove mandatory consumer remedies. Best-effort service is not a guarantee of uninterrupted connectivity.

13. Complaints and escalation

13.1 Email support@tcswifi.co.za for support or a formal complaint. Complaints sent to info@tcswifi.co.za are also accepted and will be routed internally. Include your name, account number, service address, contact details, a description and supporting information.

13.2 TCS will log the complaint, provide a reference and route it to support or accounts as appropriate. Unresolved matters may be escalated to the responsible manager using the same reference. TCS will communicate progress and its outcome, including reasons and any proposed remedy.

13.3 If TCS has not resolved the complaint within 14 working days, the customer may refer it to ICASA through www.icasa.org.za/pages/consumer-complaints-procedure or consumer@icasa.org.za. This complaints period is not a guaranteed technical repair time. Other applicable legal complaint routes remain available.

14. Personal information and electronic acceptance

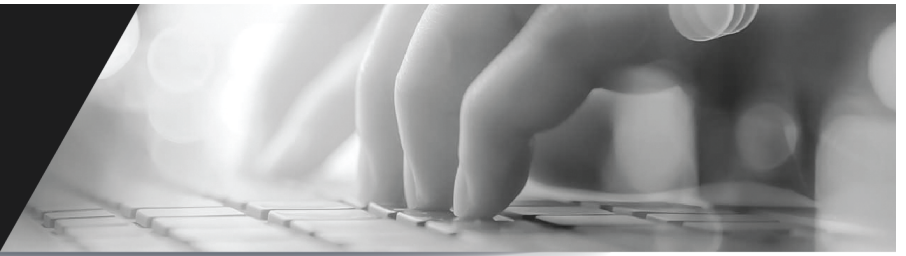
14.1 TCS processes necessary identity, contact, address, account, payment, service and support information to assess applications, provide connectivity, administer accounts, support customers, secure its services and meet legal duties. Required information is needed to perform those functions; optional marketing choices are separate.

14.2 Necessary information may be shared with FNOs, upstream providers, installation contractors, billing/payment processors and support providers for these purposes, or where law requires it. TCS will apply appropriate safeguards, including where processing occurs outside South Africa, and retain information only as needed for lawful purposes.

14.3 Customers may request access or correction, raise privacy concerns or exercise applicable objection and deletion rights through support@tcswifi.co.za for referral to TCS's Information Officer. Customers may also complain to the Information Regulator at www.inforegulator.org.za. A fuller privacy notice is available on request.

14.4 Operational communications, including invoices, faults and service changes, are separate from promotional marketing. Electronic marketing will comply with applicable consent or existing-customer requirements and provide an opt-out. Accepting service terms is not blanket marketing consent.





14.5 For online orders, TCS will present the terms before acceptance and retain the acceptance record and version. Applicable electronic-transaction cooling-off rights are preserved. Where early commencement of a service is requested, any consent and effect on cooling-off rights must be clearly explained and recorded in accordance with law.

15. Notices, amendments and general provisions

15.1 TCS will communicate material price or terms changes directly by email, SMS or a clearly identified invoice notice at least 30 days in advance, subject to applicable law and fixed-term rights. The updated version will be available at www.tcswifi.co.za. Website publication supplements direct notice.

15.2 Continued use after the notified effective date constitutes acceptance only to the extent lawful; no amendment removes mandatory rights. Customers must keep contact details current. Invalid provisions are severable where the remainder can operate lawfully. South African law governs this agreement.

15.3 These terms cover connectivity services. Separate workshop repair, storage and unclaimed-equipment conditions must be disclosed and accepted for workshop jobs.

Contact TCS

Support and complaints: support@tcswifi.co.za

Alternative: info@tcswifi.co.za | 044 533 3275

17 High Street, Plettenberg Bay, 6600 | www.tcswifi.co.za

MetroFibre promotion

Promotional terms | 01 October - 31 December 2026

Installation & Activation Free

Valid applications received 1 October - 31 December 2026 qualify for standard installation, activation and one **TCS-owned router**. Installation covers up to **20 running metres** from the fibre boundary box (BB) to the home; extras require an approved quotation. Monthly subscriptions remain payable. A single **R1,500 fee recovery** applies if the service terminates within 12 months of activation, subject to applicable law.

16. MetroFibre promotional conditions

16.1 **Promotion period and eligibility.** The offer applies to **valid applications received by TCS from 1 October to 31 December 2026, inclusive**. Eligibility is determined by the application date, not the installation or activation date; a qualifying application may be installed or activated after 31 December 2026. The offer covers new customers across all MetroFibre packages offered by TCS and qualifying Change of Address applications, subject to coverage and feasibility. The accepted service order will confirm eligibility.





16.2 Free installation and activation. Qualifying customers pay no upfront standard installation or activation fee. Any activation fee shown on the invoice will be matched by an equal credit. A single **R1,500 including VAT** fee recovery may apply under clause 16.4. This amount must be disclosed in the accepted service order.

16.3 What is included. The offer includes standard fibre installation and handover, **one TCS-owned router**, router setup, connection testing and standard remote support. Standard free fibre installation covers up to **20 running metres of fibre cable from the fibre boundary box (BB) to the home**. Additional distance or work beyond this scope, including extra Ethernet cabling, access points, mesh equipment or subsequent router relocation, costs extra and requires an approved quotation before work proceeds. The router remains TCS property and is subject to the care, warranty and return provisions of this agreement.

16.4 Termination within 12 months. A single **R1,500 including VAT activation-fee recovery** applies if the qualifying service terminates within 12 months from activation, subject to applicable law and any mandatory limitation on cancellation charges. The **actual service termination date**, not the date cancellation notice is received, determines whether recovery applies. No activation-fee recovery applies on or after the 12-month anniversary of activation. The charge will be itemised on the final account.

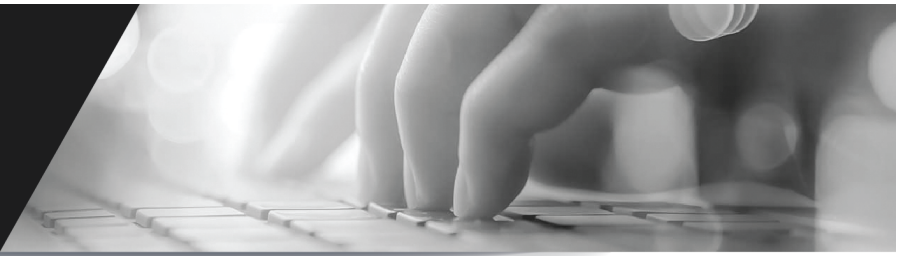
16.5 Other amounts and equipment. Only one R1,500 fee recovery applies under clause 16.4; no second installation or activation recovery is added. Monthly subscriptions, lawful notice-period charges and approved extras remain payable. The TCS-owned router must be returned under clause 8.6. Equipment charges must not duplicate a loss already recovered.

16.6 Change of Address. Qualifying Change of Address activations are included. Where the new activation receives the promotion, its activation date starts its own 12-month recovery period. Any obligations relating to the previous service must be identified separately; this promotion does not automatically cancel or waive them.

16.7 Review and continuation. The initiative is scheduled for review in January 2027. An extension is not automatic and must be confirmed by TCS. Closure or revision of the promotion will not retrospectively change the disclosed promotional terms for an activation already accepted under it.

16.8 Interaction with the main agreement. This section takes precedence for the qualifying MetroFibre promotional installation, activation, router and recovery arrangements. The fibre cancellation-notice rules, best-effort service provisions and remaining terms continue to apply. Nothing in this promotion removes statutory cancellation, cooling-off or other non-excludable rights.





ISIVUMELWANO SOMTHENGI

Imiqathango nemimiselo

TCS Wi-Fi ne-TCS Fibre | Ihlaziywe nge-28 Septemba 2026 | IsiXhosa

Umnikezi nkondo: The Computer Shop Plett CC (inombolo yobhaliso 2004/038845/23), esebenza njenge-TCS Wi-Fi / TCS Fibre ("TCS").

Ukusebenza kwale miqathango: Olu hlelo lusebenza ukususela kumhla wokusebenza oxelelwe umthengi, emva kwaso nasiphi na isaziso esifunekayo. Asitshintshi isivumelwano esele sikhona ngokubuyela emva.

1. Isivumelwano sakho ne-TCS

1.1 Le miqathango isebenza kwiinkonzo ze-TCS ezingenazingcingo nezefayibha. Isicatshulna esamkelweyo okanye umyalelo wenkonzo uchaza umthengi, idilesi yenkonzo, iphakheji, iintlawulo, ilungiselelo lezixhobo nalo naliphi na ixesha elincinane lesivumelwano. "FNO" ithetha umqhubi wothungelwano lwefayibha; "CPE" ithetha izixhobo ezikwindawo yomthengi; inyanga yokuhlawuliswa yinyanga yekhalenda, ngaphandle komjikelo we-TCS Communectivity oqala ngomhla wokuvulwa kwenkonzo.

1.2 Isicelo esenziwe kwi-intanethi sisicelo senkonzo, esixhomekeke ekufumanekeni kothungelwano nasekubeni inkonzo inako ukufakelwa. Isivumelwano siqakunjelwa xa umthengi esamkela umyalelo wenkonzo nale miqathango, yaye i-TCS iqinisekisa ukwamkelwa ngokubhaliweyo okanye nge-elektroniki. Imiqathango yentlawulo nokufakelwa kufuneka ifezekiswe ngaphambi kokuvulwa kwenkonzo.

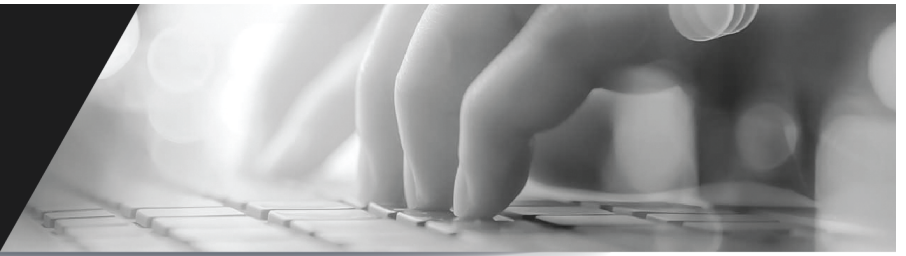
1.3 I-TCS iya kunika umthengi umyalelo wenkonzo owamkelweyo kunye nemiqathango, igcine nerekhodi yohlelo olwamkelweyo. Umnini-akhawunti kufuneka anike iinkcukacha ezichanekileyo, achaze nabani na ogunyazisiweyo ukuba enze izinto egameni lakhe kwiakhawunti.

1.4 Umqathango ovunyelwene ngawo ngokucacileyo wenkonzo ethile uyasebenza kuqala xa ungqubana nomqathango jikelele. Umthetho woMzantsi Afrika ekunyanzelekileyo ukuba uthotyelwe usebenza ngaphezu kwayo yomibini. Akukho nto kule miqathango esusa ilungelo okanye indlela yokulungisa umonakalo engenakususwa ngokusemthethweni.

2. Indlela enikezelwa ngayo inkonzo nemiqathango ebalulekileyo

2.1 Iinkonzo zinikezelwa **ngokwenza eyona migudu inokwenzeka (best-effort)**. I-TCS ayiqinisekisi inkonzo engaphazamisekiyo, elona xesha lincinane lokufumaneka kwayo okanye izantya ezithile zokudlulisa idatha, ngaphandle kokuba kuvunyelwene ngokucacileyo kumyalelo wenkonzo osayiniweyo okanye kwiSivumelwano seNqanaba leNkonzo (SLA).





2.2 Ukusebenza kwenkonzo kunokutshintsha ngenxa yokuxinana kothungelwano, ukuphazamiseka kwamaza erediyo, imeko yeentambo, unxibelelwano lwababoneleli abangaphambili kuthungelwano, izixhobo zomthengi, ukufumaneka kwe-Wi-Fi ngaphakathi endlwini nombane. I-TCS iya kwenza imigudu efanelekileyo yokuphanda iziphene ezixeliweyo nokubuyisela iinkonzo ezichaphazelekayo.

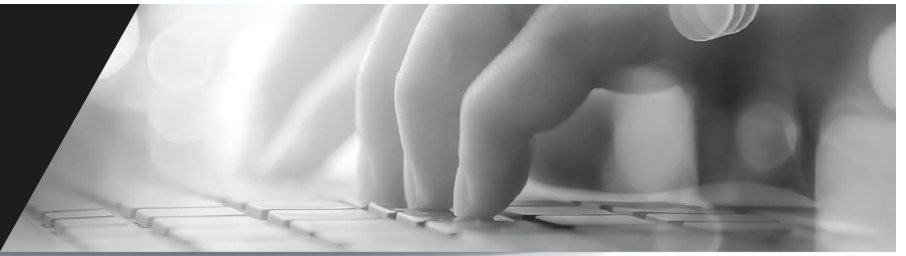
Nceda ufunde ngononophelo: Imihla yokugqibela yentlawulo ikwicandelo 3; ubunini nokutshintshwa kwezixhobo kumacandelo 5-6; ukurhoxisa nokubuyiselwa kweendleko kwicandelo 8; imida yenkonzo kumacandelo 9-12; izikhalazo nobumfihlo kumacandelo 13-14; nesibonelelo se-MetroFibre kwicandelo 16.

3. Amaxabiso nentlawulo

3.1 Onke amaxabiso achaziweyo aquka i-VAT. Ikwuteshini eyamkelweyo okanye umyalelo wenkonzo uchaza iintlawulo ezisebenzayo. Ukutshintsha kwamaxabiso kufuna isaziso esibhaliweyo ubuncinane kwiintsuku ezingama-30 ngaphambili, kuxhomekeke kulo naliphi na ixesha elide okanye olunye ukhuselo olufunwa ngumthetho okanye sisivumelwano.

Intlawulo	Ixesha ekufuneka ihlawulwe ngalo
Umrhumo wenyanga	Ungadlulanga umhla wesi-7 wenyanga enikezelwa ngayo inkonzo, ngaphandle kwephakheji ekuchazwe ngokucacileyo ukuba ihlawulwa kwangaphambili.
Ikwuteshini yokufakelwa / yezixhobo	Ngoko nangoko xa yamkelwe, ngaphambi kokufakelwa okanye ukunikezelwa kwezixhobo, ngaphandle kwesinye isivumelwano esibhaliweyo. Ikwuteshini engamkelwanga ayenzi ngokwayo uxanduva lokuhlawula.
Inkonzo entsha / inyanga yokuqala	Kwiinkonzo zenyanga yekhalenda, intlawulo yenyanga yokuqala ibalwa ngokweentsuku eziseleyo ukusuka ekuvulweni kwenkonzo ukuya ekupheleni kwenyanga (pro rata), yaye ihlawulwa xa kunikezelwa i-invoyisi. Oku akusebenzi kwi-TCS Communectivity: umjikelo wayo opheleleyo wenyanga oqala ekuvulweni kwenkonzo uhlawulwa kwangaphambili.
Umsebenzi owenziwa kube kanye	Xa kunikezelwa i-invoyisi, okanye kwangaphambili xa ikwuteshini eyamkelweyo ifuna njalo.
TCS Communectivity	I-R350 kwangaphambili ngomjikelo wenyanga ngamnye oqala ekuvulweni kwenkonzo; akukho ntlawulo ibalwa ngokweentsuku eziseleyo (pro rata). Umzekelo, ukuvulwa nge-23 Oktobha kunika inkonzo de kube lixesha lokuhlaziya nge-23 Novemba. Hlawula ngaphambi kwelo xesha ukuze inkonzo iqhubeka; kungenjalo inkonzo ehlawulelweyo iyapheliswa. Akukho ntlawulo yokufakelwa kwangaphambili.





3.2 Iimali zokufakelwa kufuneka zibe sele zifikile zaza zaqinisekiswa ngaphambi kokucwangciswa okanye ukwenziwa kofakelo, ngokwemeko. Umsebenzi owongezelelweyo nezixhobo zifuna ikowuteshini nemvume yomthengi. Ukuba ufakelo lurhoxiswa kwiiyure ezingama-24 ngaphambi kwexesha elicwangcisiweyo, kungabakho intlawulo efanelekileyo, echaziweyo yokubhukisha okanye yokutyelela, ngokuvunyelwa ngumthetho.

3.3 Ukuvulwa kwenkonzo kuthetha umhla inkonzo ekuvunyelwene ngayo evulelwa ngawo ize ifumaneke ukuze isetyenziswe kwindawo yomthengi. I-TCS iya kuwuxela lo mhla. Ukuba ufakelo alunakuqhubeka, i-TCS iya kuchaza isizathu, ichaze nendlela ezingathwe ngayo iimali ezihlawulweyo, ibuyise imali efanele ukubuyiswa ngeenkonzo ezinganikezelwanga, kuxhomekeke kwiintlawulo ekuvunyelwene ngazo ezisemthethweni.

3.4 **Imihla yomjikelo we-TCS Communectivity.** Umhla wokuvulwa kwenkonzo umisela umhla wokuhlaziya wenyanga; inkonzo ayilungelelaniswa nokuphela kwenyanga yekhalenda kwaye ayihlawuliswa ngokweentsuku eziseleyo. Umjikelo oqala ngomhla wama-23 uqhubeka de kuphele umhla wama-22, uphelelwe lixesha ngexesha lokuhlaziya ngomhla wama-23 wenyanga elandelayo. I-TCS iya kuqinisekisa owona mhla wokuphelelwa/wokuhlaziya weakhawunti, kuquka xa inyanga elandelayo ingenawo umhla ofanayo kwikhalenda. Intlawulo iyafuneka ngaphambi kokuqala komjikelo olandelayo.

4. Ukunqunyanyiswa nokudityaniswa kwakhona

4.1 Ii-invoyisi ezingahlawulwanga zinokukhokelela ekunqunyanyisweni kwenkonzo emva kwesaziso esifanelekileyo esichaza amatyala nendlela yokuwalungisa. Ukupheliswa kwesivumelwano kuxhomekeke kwiimfuno ezisebenzayo zesaziso sokwaphulwa kwaso. Inkonzo inokunqunyanyiswa ngokungxamisekileyo ngenxa yokhuseleko, ukuthintela ubuqhetseba okanye ukukhusela ukuthembeka kothungelwano.

4.2 Ukunqunyanyiswa akusirhoxisi ngokwako isivumelwano. Kwiinkonzo ezihlawuliswa rhoqo, imirhumo yesivumelwano iyaqhubeka ngexesha lokunqunyanyiswa ngenxa yokungahlawuli, de kupheliswe isivumelwano ngokusemthethweni, ngokomthetho osebenzayo. I-TCS Communectivity yona iphelelwa ekupheleni komjikelo wayo wenyanga ohlawulelweyo ukuba ayihlaziywanga; ukuphelelwa akususi uxanduva lokubuyisa izixhobo okanye iimali ezisemthethweni esele zityalwa. Akukho khredithi yexesha lokungafumaneki kwenkonzo evela kuphela ekungahlawulini.

4.3 Ukudityaniswa kwakhona emva kwe-EFT kunokuthatha ukuya kwiiyure ezingama-48 emva kokufunyanwa kwemali eqinisekisiweyo nokwabelwa kwayo iakhawunti. Ubungqina bentlawulo bodwa abuyinisekisi ukuba imali ifikile. Abathengi kufuneka basebenzise ireferensi yeakhawunti echanekileyo.

4.4 Xela ngokukhawuleza iintlawulo ophikisana nazo, unike isizathu nolwazi oluxhasayo, usebenzisa inkqubo yezikhalazo ekwicandelo 13. Iimali ezingaphikiswayo zisafanele ukuhlawulwa ngomhla wazo. I-TCS iya kuphanda iimali eziphikiswayo ize ithobele iimfuno ezisebenzayo zeengxabano nokunqunyanyiswa.





5. Iphakheji ezingenazingcingo nokufakelwa kwefayibha

Iphakheji	Intlawulo yokufakelwa nobunini
Ufakelo oluqhelekileyo lwe-wireless	I-R1,500 yeyokufakelwa kuphela. Izixhobo ezinikezelweyo zihlala ziyipropati ye-TCS.
Ufakelo lwe-wireless olunobunini obupheleleyo	I-R3,500 iquka ufakelo nezixhobo ezichazwe kwikowuteshini. Ubunini budluliselwa xa kuhlululwe ngokupheleleyo.
TCS Communectivity	Akukho ntlawulo yokufakelwa kwangaphambili; yi-R350 ngenyanga kwangaphambili. Izixhobo ezinikezelweyo zihlala ziyipropati ye-TCS. Jonga igatya 8.5 lokubuyiselwa kweendleko xa kurhoxiswa kwangethuba.

5.1 Ufakelo olungenazingcingo. Lo mzekelo ungaphezulu usebenza kwiiphakheji ezingenazingcingo. Ikwuteshini ichaza izixhobo, ukuxhonywa kwazo neentambo eziqukiweyo. Umsebenzi okanye izixhobo ezingaphandle kofakelo oluqhelekileyo zicaphulelwa ixabiso ngokwahlukeneyo ngaphambi kokuqala komsebenzi. Izixhobo zefayibha zinokuba zeze-FNO; umyalelo wenkonzo uchaza ilungiselelo lobunini elisebenzayo.

5.2 Izixhobo ze-TCS ziquka izixhobo zeradio, i-router, i-antenna, iziboneleli zombane, izibiyeli neentambo ezinikezelweyo, ngaphandle kokuba umyalelo wenkonzo utsho ngenye indlela. Ukuhlawula ufakelo okanye ulondolozo akudluliseli ubunini. Ikwuteshini zokutshintsha izixhobo kufuneka zichaze ukuba zithengiselwa umthengi okanye zihlala zizeze-TCS/FNO.

5.3 Ufakelo lwezixhobo ze-TCS lufuna ilungiselelo lenkonzo eliqhubekayo ("Always-On"); oku kuchaza indlela yokuhlululwa, akuqinisekisi ukufumaneka kwenkonzo ngalo lonke ixesha. Iinkonzo zenyanga yekhalenda azivumeli ukunqumamisa okwethutyana okanye ukuhlululwa ngamaxesha athile kuphela. I-TCS Communectivity ihlawulwa kwangaphambili ngomjikelo wenyanga oqala ekuvulweni kwayo ngokwamagatya 3.4 no-4.2. Iphakheji ze-On/Off azifaneleki ukufumana izixhobo ezinikezelwa yi-TCS.

5.4 Abathengi kufuneka bafumane iimvume eziyimfuneko kumnini wesakhiwo okanye kwiqumrhu elilawulayo, baxele iingozi ezaziwayo kwindawo, bavumele nokungena okufanelekileyo, ekuvunyelwene ngako, ngeeyure zomsebenzi ukuze kufakelwe, kuhlulwe, kulondolozwe okanye kuqokelelwe izixhobo. I-TCS kufuneka yenze umsebenzi wayo ngononophelo olufanelekileyo.

5.5 Lonke ufakelo lwefayibha. Ufakelo oluqhelekileyo lwasimahla luquka ukuya kutsho **kwiimitha ezingama-20 zentambo yefayibha ezilinganiswe kubude bendlela yayo, ukusuka kwibhokisi yefayibha esemdeni (BB) ukuya endlwini.** Indlela yentambo iyahlolwa xa kucwangciswa ufakelo. Umgama owongezelelweyo okanye umsebenzi ongaphandle kofakelo oluqhelekileyo ufuna ikwuteshini nemvume yomthengi ngaphambi kokuba kuqhutyekwe. Iintlawulo zokuvulwa kwenkonzo, xa zisebenza ngaphandle kwesibonelelo esikhethekileyo, kufuneka zichazwe ngokwahlukeneyo kumyalelo wenkonzo.





6. Iwaranti, ukhathalelo nolondolozo

6.1 Izixhobo ezitsha zinewaranti yomenzi yeenyanga ezili-12 ukususela ekunikezelweni kwazo, ngaphandle kweziboneleli zombane, eziza kuchazelwa iwaranti yomenzi esebenzayo xa zinikezelwa. Amalungelo asemthethweni awachaphazeleki. I-TCS iya kuhlola iziphene ezixeliweyo ize ilungiselele isisombululo sewaranti esisebenzayo.

6.2 Emva kofakelo, umthengi unoxanduva lokukhathalela, ukukhusela nokufakela i-inshorensi efanelekileyo kwizixhobo ezikwindawo yakhe, kuquka ezizeze-TCS. Iwaranti ayiquki umonakalo obangelwe kukunyuka ngesiqophe kombane, umbane wezulu, ukungena kwamanzi, ukusetyenziswa kakubi, ukuphazamisa izixhobo okanye ukuziguqula ngaphandle kwemvume, kangangoko kuvunyelwa ngumthetho. Iziphene ezibangelwe lufakelo olubi lwe-TCS zihlala ziluxanduva lwe-TCS.

Emva kwewaranti: Umthengi uhlawulela ukulungiswa okanye ukutshintshwa, kuquka izixhobo ze-TCS, ngaphandle kokuba isiphene sibangelwe lufakelo olungalunganga lwe-TCS okanye luxanduva olusemthethweni olungenakukhutshelwa ngaphandle. I-TCS iya kunika ikowuteshini ize ifumane imvume ngaphambi komsebenzi ohlawulelwayo. Ubunini noxanduva lolondolozo zizinto ezahlukeneyo.

6.3 Abathengi abavumelekanga ukufudusa, ukuguqula okanye ukuvumela umsebenzi ongagunyaziswanga kwizixhobo ze-TCS/FNO. Uthungelwano lwangaphakathi nezixhobo ezingezomthengi zilondolozwa ngeendleko zomthengi, kuxhomekeke kwiwaranti ezisebenzayo namalungelo asemthethweni.

7. Ukufuduswa nokutshintshwa kwephakheji

7.1 Ngenisa isicelo esibhaliweyo sokufuduswa ubuncinane kwiintsuku ezili-14 ngaphambili nge-support@tcswifi.co.za, kwisebe okanye ngejelo lamatikiti enkxaso elivunyiweyo. Ukufuduswa kuxhomekeke ekufumanekeni kothungelwano, ekubeni ufakelo lunokwenzeka nakwizithuba ezikhoyo. Intlawulo iya kucaphulwa kwangaphambili yaye kufuneka ihlawulwe ngaphambi kokucwangciswa komsebenzi.

7.2 Isicelo sokufuduswa asiyirhoxisi ngokuzenzekelayo inkonzo ekhoyo. I-TCS iya kuqinisekisa ukufuduswa okucetywayo, nakuphi na ukuhlawuliswa kweenkonzo ezimbini ngexesha elinye namalungiselelo okuvulwa. Abathengi abafudukela ngaphandle kwendawo enothungelwano kufuneka banike isaziso sokurhoxisa baze balungiselele ukubuyiswa kwezixhobo.

7.3 **Ukutshintsha iiphakheji ze-MetroFibre ne-Openserve.** Ukunyuselwa kwiphakheji ephezulu kusebenza ngoko nangoko emva kokusetyenzwa kwesicelo, ngaphandle kwesaziso senyanga yekhalenda. Ukuthotyelwa kwiphakheji esezantsi kufuna isaziso esibhaliweyo senyanga enye epheleleyo yekhalenda: inyanga yesaziso iqala ngomhla wokuqala wenyanga elandela ukufunyanwa kwesicelo, ize iphakheji esezantsi iqale ngosuku lokuqala emva kwaloo nyanga yesaziso. Umzekelo, isicelo sokuthotyelwa esifunyenwe nge-10 Oktobha siqala ukusebenza nge-1 Disemba. I-TCS iya kuqinisekisa umhla wokusebenza neentlawulo. Utshintsho kwezinye iinethiwekhi zefayibha lulandela iimfuno ze-FNO ezichaziweyo.





8. Ukurhoxisa neakhawunti yokugqibela

8.1 Ukurhoxisa kufuneka kuvele kumnini-akhawunti okanye kummeli ogunyazisiweyo, kuquke inombolo yeakhawunti, idilesi yenkonzo nomhla ocelwayo wokupheliswa. Kuthumele ku-support@tcswifi.co.za; no-info@tcswifi.co.za uyamkelwa. I-TCS iya kuqinisekisa ukufunyanwa kwesaziso nomhla wokupheliswa. Ixesha lesaziso libalwa ukususela ekufunyanweni kwaso, hayi kumhla wokuqinisekiswa kokufunyanwa.

Inkonzo	Isaziso nomzekelo
Ifayibha	Isaziso esibhaliweyo senyanga enye epheleleyo yekhalenda. Inyanga yesaziso iqala ngomhla woku-1 wenyanga elandela ukufunyanwa; inkonzo iphela ekupheleni kwaloo nyanga. Umzekelo: isaziso esifunyenwe nge-10 September sithetha ukupheliswa nge-31 October.
Wi-Fi (kuquka i-TCS Commuconnectivity)	Isaziso esibhaliweyo ubuncinane seentsuku zekhalenda ezili-14 ukusuka ekufunyanweni, ngaphandle kwemfuneko yokulinda ukuphela kwenyanga. Umzekelo: esifunyenwe nge-10 Septemb sithetha ukupheliswa nge-24 Septemb . Imirhumo ye-Wi-Fi yenyanga yekhalenda ibalwa ngokweentsuku ukuya ekuphelisweni. I-TCS Commuconnectivity isebenzisa imijikelo yenyanga epheleleyo ehlawulwa kwangaphambili, kuxhomekeke kumalungelo asemthethweni okubuyiselwa imali.

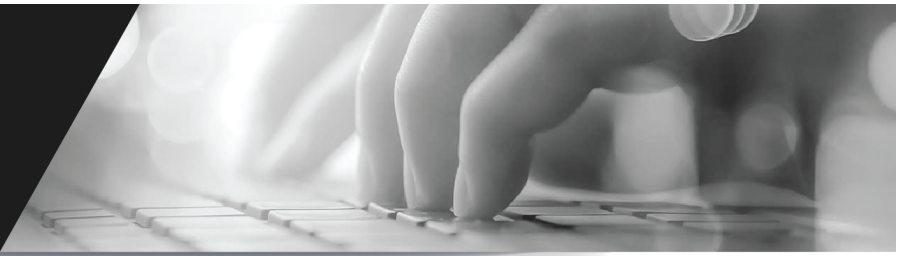
8.2 Iintlawulo zisafanele ukuhlawulwa kulo lonke ixesha lesaziso elisemthethweni, kungakhathaliseki ukusetyenziswa okanye ukuqhawulwa kwangethuba okucelwe ngumthengi. Umhla wokupheliswa osemva koko ocelwe ngumthengi uyasebenza xa wamkelwe yi-TCS. Le migaqo ixhomekeke kumalungelo asemthethweni okurhoxisa nawexesha lokuphinda ucinge (cooling-off).

8.3 Ixesha elincinane okanye elimiselweyo lesivumelwano lisebenza kuphela xa lichazwe ngokucacileyo kumyalelo wenkonzo owamkelweyo. Apho icandelo 14 loMthetho woKhuseleko lwaBathengi (CPA) lisebenza khona, umthengi angarhoxisa ngesaziso esirekhodiweyo seentsuku zokusebenza ezingama-20, kuxhomekeke kwisohlwayo esifanelekileyo nesisemthethweni. Izaziso ezifunekayo zokuphelelwa kwesivumelwano namalungelo okuhlaziya ziya kuhlonitshwa.

8.4 Iakhawunti yokugqibela iya kubonisa imirhumo yenkonzo, iimali ezisemthethweni ezingekahlawulwa neekhredithi. Nayiphi na intlawulo yokusingatha ukubuyiselwa kwemali kufuneka ifaneleke, ichazwe, ingadluli kwi-10%; akukho ntlawulo xa ithintelwe ngumthetho.

8.5 **Ukurhoxiswa kwangethuba kwe-TCS Commuconnectivity.** Akukho ntlawulo yokufakelwa kwangaphambili. Ukuba inkonzo ipheliswa kwiinyanga **ezi-3 zokuqala ukusuka ekuvulweni kwayo**, kusebenza intlawulo yokubuyiselwa kweendleko zofakelo eyi-**R500 equka i-VAT**, ngokomthetho osebenzayo. Owona mhla wokupheliswa, hayi umhla wokunikizelwa kwesaziso, umisela ukuba intlawulo iyasebenza na. Akukho ntlawulo yokubuyiselwa kweendleko zofakelo ngomhla ekugqitywa ngawo iinyanga ezintathu zokuvulwa okanye emva kwawo. Isaziso esiqhelekileyo seentsuku ezili-14 sisasebenza. I-TCS Commuconnectivity ihlawuliswa ngemijikelo yenyanga epheleleyo ehlawulwa kwangaphambili, hayi ngokweentsuku; amalungelo asemthethweni okurhoxisa nokubuyiselwa imali awachaphazeleki. Izixhobo ze-TCS kufuneka zibuyiswe ngokwegatya 8.6; nayiphi na intlawulo yezixhobo akufanele iphinde ibize ilahleko esele ibuyekeziwe.





8.6 Izixhobo ze-TCS kufuneka zibuyiswe kwiintsuku ezisi-7 emva kokupheliswa okanye ukufudukela ngaphandle kwendawo enothungelwano, okanye zenziwe zifumaneka ukuze ziqokelelwe ngokukhuselekileyo njengoko kuvunyelwene. Abathengi akufanele bazisuse ngokwabo izixhobo ezixhonywe eluphahleni. Ukuguga okuqhelekileyo akubizelwa ntlawulo yomonakalo; izixhobo ezingabuyiswanga okanye ezonakeleyo zinokubizelwa intlawulo efanelekileyo, exhaswe bubungqina, yokutshintshwa. Ukulibaziseka kwe-TCS ukuqokelela akuyi kuthathwa njengokusilela komthengi ukubuyisa.

9. Inxaso nokuphazamiseka kwenkonzo

9.1 I-TCS ixhasa inkonzo eyinikezelayo ukuya kwindawo ekuvunyelwene ngayo yokunikezela unxibelelwano: ngokuqhelekileyo indawo yokuphuma ye-Ethernet kwi-CPE engenazingcingo okanye i-port ye-ONT yefayibha.

Inxaso eqhelekileyo ekude yerutha enikezelwe yi-TCS iqukiwe. Ukwandiswa kwe-Wi-Fi ngaphakathi, ii-access point ezongezelelweyo, izixhobo zomthengi nothungelwano lwangaphakathi zilawulwa ngumthengi ngaphandle kokuba ziqukiwe ngokucacileyo. Uncedo oluhlawulelwayo kwindawo yomthengi luxhomekeke kwigatya 9.2, yaye alususi iindlela zokulungisa phantsi kwewaranti okanye ngenxa yofakelo olunesiphene.

9.2 Uncedo olungaphaya komda ekuvunyelwene ngawo lunokunikezelwa ngexabiso eliqhelekileyo elichaziweyo lokutyelela okanye lenxaso, ngemvume yomthengi ngaphambi komsebenzi ohlawulelwayo. Abathengi kufuneka baxele iziphene ngokukhawuleza baze bancedise ngokufanelekileyo ekufumaneni unobangela.

9.3 Inkonzo yefayibha ixhomekeke ekufumanekeni kothungelwano lwe-FNO, kufakelo nakwinkonzo yababoneleli abangaphambili kuthungelwano. I-TCS iya kubhalisa ize ilandelele iziphene zabo baboneleli kodwa ayilawuli ishedyuli ye-FNO yokulungisa. Ngaphandle kokuba i-SLA itsho ngenye indlela, akukho khredithi okanye mbuyiselo yemali ezenzekelayo phantsi kwesivumelwano ngenxa yokuphazamiseka, kuxhomekeke kwiindlela zokulungisa ezisemthethweni ezingenakususwa.

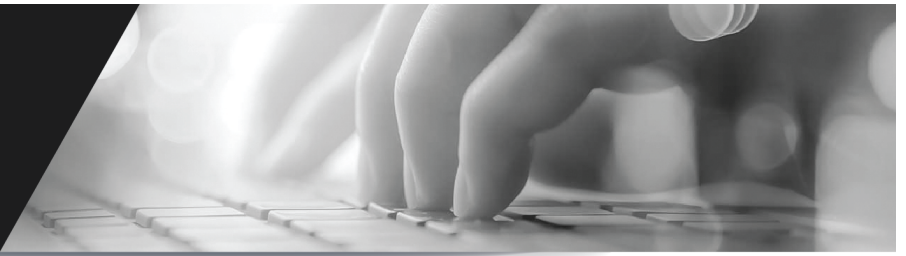
9.4 **Ukulungiswa kweziphene ze-MetroFibre.** Ithageethi eqhelekileyo ye-MetroFibre yokulungisa iziphene **ziintsuku zokusebenza ezi-3 ukuya kwezi-5, kuxhomekeke kubuzaza besiphene**, ngokwe-SLA ye-MetroFibre esebenzayo, ukuhlalelwa kweziphene, imigaqo yokubalwa kwexesha nezinto ezingabandakanywanga. I-TCS iya kubhalisa, ilandelele isiphene ize inike uhlaziyo. Le yithageethi yomboneleli ongapambili kuthungelwano, ayisosithembiso esingenamqathango se-TCS sokubuyisela inkonzo; amalungelo e-SLA ekuvunyelwene ngawo ngokucacileyo awachaphazeleki.

10. Ukucima kombane neziganeko ezingaphaya kolawulo

10.1 Inkonzo inokuchaphazeleka kukucinywa kombane okucwangcisiweyo (load shedding), ukusilela kombane, ukuphela kwamandla ombane ogciniweyo, ukuqhawuka kwefayibha, ukonakaliswa ngabom, ubusela, ukuphazamiseka kwababoneleli abangaphambili, udushe, amanyathelo karhulumente nezinye iziganeko ezingaphaya kolawulo olufanelekileyo lwe-TCS. Abathengi bacetyiswa ukuba babe ne-UPS okanye umbane ogciniweyo ofanelekileyo kwizixhobo ezikwindawo yabo.

10.2 I-TCS ayinaxanduva lokusilela ukwenza umsebenzi kangangoko kubangelwe ziziganeko ezingaphaya kolawulo lwayo olufanelekileyo, kwaye iya kuthatha amanyathelo afanelekileyo okunciphisa umonakalo nokubuyisela inkonzo. Akukho khredithi okanye mbuyekezo ezenzekelayo phantsi kwesivumelwano yokuphazamiseka okunxulumene nombane. Amalungelo asemthethweni negatya 12 awachaphazeleki.





11. Ukusetyenziswa okuvumelekileyo neephakheji ezinomda wedatha

11.1 Ukwabelana ngeefayile phakathi kwabasebenzisi (peer-to-peer) nge-BitTorrent okanye usetyenziso olufanayo ukukhuphela, ukuthumela okanye ukuqhubeka usasaza iifayile (seeding) akuvumelekanga kwiinkonzo ze-TCS. Lo mqathango ujolise ekwabelaneni ngeefayile, hayi ekufowuneni okanye ekudlalani imidlalo okuqhelekileyo ngenxa nje yokusebenzisa ubuchwepheshe be-peer-to-peer.

11.2 Imisebenzi engekho mthethweni, ukwaphulwa kwelungelo lokushicilela, i-spam, ukusasazwa kweenkqubo ezinobungozi, ukuhlaselwa kothungelwano nokungena ngaphandle kwemvume akuvumelekanga. Abathengi abavumelekanga ukugqitha okanye ukuguqula ukhuseleko lwe-TCS, ulawulo lokungena okanye izicwangciso zothungelwano olulawulwayo ngaphandle kwemvume.

11.3 I-TCS inganciphisa okanye inqumamise iinkonzo ezichaphazelekayo xa kukho izizathu ezifanelekileyo zokukrokrela umsebenzi ongekho mthethweni, ukusetyenziswa kakubi okanye izoyikiso kuthungelwano. I-TCS iya kuchaza izizathu apho kusemthethweni kwaye kunokwenzeka, inike ithuba lokuphendula, ngaphandle kwaxa kufuneka amanyathelo okhuseleko akhawulezileyo. Ukupheliswa kusaxhomekeke kumthetho osebenzayo.

11.4 Abathengi banoxanduva lokusetyenziswa kweakhawunti okugunyazisiweyo, ukukhusela iinkcukacha zokungena nokuxela ngokukhawuleza xa bekrokrela ukuba ukhuseleko lwazo luphazamisekile. Idatha engasetyenziswanga idluliselwa kwixesha elilandelayo kuphela kwiiphakheji ezihlawulwa kwangaphambili. Iiphakheji ezinomda wedatha omiselweyo azidluliseli idatha kwixesha elilandelayo. Le miqathango ixhomekeke kumthetho ekunyanzelekileyo ukuba uthotyelwe ngokwegatya 1.4.

12. Uxanduva lomonakalo

12.1 Kangangoko kuvunyelwa ngumthetho, i-TCS ayithwali xanduva lwelahleko engangqalanga okanye eyenzeka ngenxa yesinye isiganeko, kuquka ukulahleka kwengeniso okanye kwedatha. Abathengi kufuneka bagcine iikopi zedatha ezifanelekileyo namalungiselelo okuqhubeka nomsebenzi.

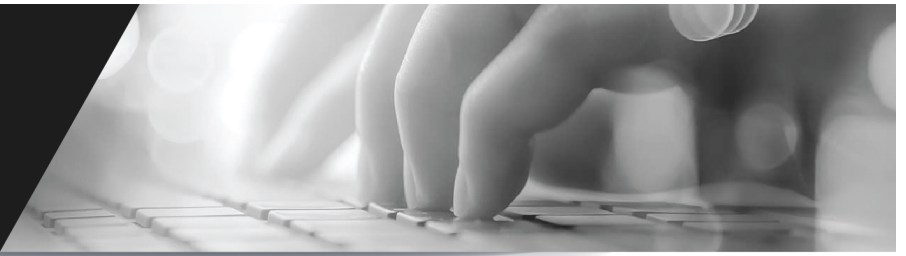
12.2 Akukho kukhutshelwa ngaphandle koxanduva okusebenzayo kubuqhetseba be-TCS, ekwenzeni okungalunganga ngabom, kukungakhathali ukugqithisileyo okanye kuxanduva olungenakususwa ngokusemthethweni. Le miqathango ayiluthetheleli ufakelo olunesiphene okanye isuse iindlela zokulungisa ezinyanzeliswa ngumthetho kubathengi. Inkonzo ye-best-effort ayisisiqinisekiso sonxibelelwano olungaphazamisekiyo.

13. Izikhalazo nokudluliselwa kwinqanaba eliphezulu

13.1 Thumela i-imeyile ku-support@tcswifi.co.za ukuze ufumane inkxaso okanye ufake isikhalazo esisemthethweni. Izikhalazo ezithunyelwe ku-info@tcswifi.co.za nazo ziyamkelwa kwaye ziya kudluliselwa ngaphakathi. Quka igama lakho, inombolo yeakhawunti, idilesi yenkonzo, iinkcukacha zoqhagamshelwano, inkcazelo nolwazi oluxhasayo.

13.2 I-TCS iya kubhalisa isikhalazo, inike ireferensi ize isithumele kwinkxaso okanye kwiakhawunti ngokufanelekileyo. Imiba engasonjululwanga ingadluliselwa kumphathi onoxanduva kusetyenziswa ireferensi efanayo. I-TCS iya kuxela inkqubela nesiphumo, kuquka izizathu nasiphi na isisombululo esicetywayo.





13.3 Ukuba i-TCS ayisombululanga isikhalazo kwiintsuku zokusebenza ezili-14, umthengi angasidlulisela kwi-ICASA nge-www.icasa.org.za/pages/consumer-complaints-procedure okanye consumer@icasa.org.za. Eli xesha lezikhalazo alisosiqinisekiso sexesha lokulungisa isiphene sobuchwepheshe. Ezinye iindlela ezisemthethweni zokukhalaza zisafumaneka.

14. linkcukacha zobuqu nokwamkela nge-elektroniki

14.1 I-TCS isebenzisa iinkcukacha eziyimfuneko zesazisi, zoqhagamshelwano, zedilesi, zeakhawunti, zentlawulo, zenkonzo nezenkxaso ukuvavanya izicelo, ukunika unxibelelwano, ukulawula iikhawunti, ukuxhasa abathengi, ukukhusela iinkonzo zayo nokufeza uxanduva lomthetho. linkcukacha ezifunekayo ziyimfuneko ukwenza le misebenzi; ukukhetha ukufumana intengiso kungokwahlukeneyo.

14.2 linkcukacha eziyimfuneko zinokwabelwana nee-FNO, ababoneleli abangaphambili kuthungelwano, iikontraka zofakelo, abasingathi beeakhawunti/neentlawulo nababoneleli benkxaso ngezi njongo, okanye apho umthetho ufuna njalo. I-TCS iya kusebenzisa amanyathelo okhuseleko afanelekileyo, kuquka apho iinkcukacha zisetyenzwa ngaphandle koMzantsi Afrika, ize izigcine kuphela ixesha elifunekayo ngeenjongo ezisemthethweni.

14.3 Abathengi bangacela ukufikelela kwiinkcukacha okanye ukuzilungisa, baphakamise iinkxalabo zobumfihlo okanye basebenzise amalungelo asebenzayo okuchasa nokucima nge-support@tcswifi.co.za ukuze umba udluliselwe kwiGosa loLwazi le-TCS. Abathengi bangakhalaza nakuMlawuli woLwazi ku-www.inforegulator.org.za. Isaziso esipheleleyo sobumfihlo siyafumaneka xa siceliwe.

14.4 Unxibelelwano lokusebenza, kuquka ii-invoyisi, iziphene notshintsho lwenkonzo, lwahlukile kwintengiso. Intengiso ye-elektroniki iya kuthobela iimfuno zemvume okanye ezabathengi abasele bekho, ize inike indlela yokuyeka ukuyifumana. Ukwamkela imiqathango yenkonzo akuyomvume yazo zonke iintlobo zentengiso.

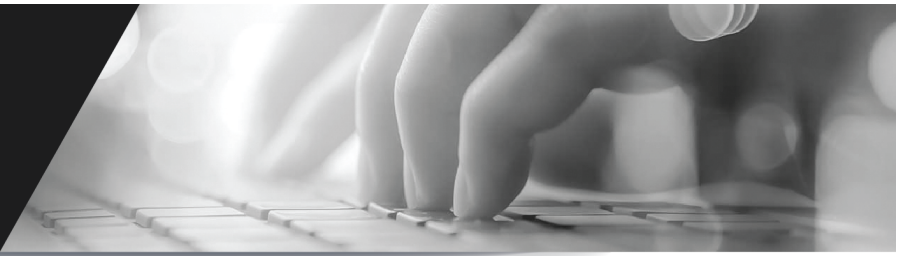
14.5 Kwii-odolo ze-intanethi, i-TCS iya kubonisa imiqathango ngaphambi kokwamkelwa ize igcine irekhodi lokwamkelwa nohlelo. Amalungelo asebenzayo exesha lokuphinda ucinge kwiintengiselwano ze-elektroniki ayagcinwa. Xa kucelwa ukuqala kwenkonzo kwangethuba, nayiphi na imvume nefuthe layo kumalungelo exesha lokuphinda ucinge kufuneka zichazwe ngokucacileyo zize zirekhodwe ngokomthetho.

15. Izaziso, izilungiso nemimiselo jikelele

15.1 I-TCS iya kwazisa ngokuthe ngqo ngotshintsho olubalulekileyo lwamaxabiso okanye lwemiqathango nge-imeyile, nge-SMS okanye ngesaziso esicacileyo kwi-invoyisi ubuncinane kwiintsuku ezingama-30 ngaphambili, ngokomthetho osebenzayo namalungelo ezivumelwano zexesha elimiselweyo. Uhlelo oluhlaziyiweyo luya kufumaneka ku-www.tcswifi.co.za. Ukupapashwa kwiwebhusayithi kongeza kwisaziso esithe ngqo.

15.2 Ukuqhubeka nokusebenzisa inkonzo emva komhla wokusebenza ochaziweyo kuthathwa njengokwamkela kuphela kangangoko kusemthethweni; akukho silungiso sisusa amalungelo anyanzeliswa ngumthetho. Abathengi kufuneka bagcine iinkcukacha zoqhagamshelwano zisexesheni. Imimiselo engasebenziyo ingahlulwa xa eseleyo inokuqhubeka ngokusemthethweni. Esi sivumelwano silawulwa ngumthetho woMzantsi Afrika.





15.3 Le miqathango iquka iinkonzo zonxibelelwano. Imiqathango eyahlukileyo yokulungiswa eworkshop, yokugcinwa nezixhobo ezingalandwanga kufuneka ichazwe ize yamkelwe kwimisebenzi yeworkshop.

Qhagamshelana ne-TCS

Inkxaso nezikhalazo: support@tcswifi.co.za

Enye idilesi: info@tcswifi.co.za | 044 533 3275

17 High Street, Plettenberg Bay, 6600 | www.tcswifi.co.za

Isibonelelo se-MetroFibre

Imiqathango yesibonelelo | 01 October - 31 December 2026

Ufakelo nokuvulwa kwenkonzo simahla

Izicelo ezisemthethweni ezifunyenwe nge-1 October ukuya kwi-31 December 2026 zifaneleka ukufumana ufakelo oluqhelekileyo, ukuvulwa kwenkonzo **nerutha enye eyipropati ye-TCS**. Ufakelo luquka ukuya kwiimitha **ezingama-20 ezilinganiswe kubude bendlela yentambo** ukusuka kwibhokisi yefayibha esemdeni (BB) ukuya endlwini; ezongezelelweyo zifuna ikowuteshini evunyiweyo. Imirhumo yenyanga isahlawulwa. Kusebenza **intlawulo enye yokubuyiselwa kweendleko eyi-R1,500** ukuba inkonzo ipheliswa kwiinyanga ezili-12 ukusuka ekuvulweni, ngokomthetho osebenzayo.

16. Imiqathango yesibonelelo se-MetroFibre

16.1 **Ixesha lesibonelelo nokufaneleka.** Isibonelelo sisebenza **kwizicelo ezisemthethweni ezifunyenwe yi-TCS ukusuka nge-1 Oktobha ukuya kwi-31 Disemba 2026, kuquka yomibini loo mihla**. Ukufaneleka kumiselwa ngumhla wesicelo, hayi umhla wokufakelwa okanye wokuvulwa; isicelo esifanelekileyo sinokufakelwa okanye sivulelwe emva kwe-31 Disemba 2026. Isibonelelo siquka abathengi abatsha kuzo zonke iiphakheji ze-MetroFibre ezinikwa yi-TCS nezicelo ezifanelekileyo zoTshintsho lweDilesi, kuxhomekeke ekufumanekeni kothungelwano nasekubeni ufakelo lunokwenzeka. Umyalelo wenkonzo owamkelweyo uya kuqinisekisa ukufaneleka.

16.2 **Ufakelo nokuvulwa simahla.** Abathengi abafanelekileyo abahlawuli kwangaphambili ufakelo oluqhelekileyo okanye ukuvulwa kwenkonzo. Nayiphi na intlawulo yokuvulwa eboniswe kwi-invoyisi iya kulinganiswa yikhredithi elingana nayo. Intlawulo enye yokubuyiselwa kweendleko eyi-**R1,500 equka i-VAT** inokusebenza phantsi kwegatya 16.4. Le mali kufuneka ichazwe kumyalelo wenkonzo owamkelweyo.





16.3 Okuqukiweyo. Isibonelelo siquka ufakelo oluqhelekileyo lwefayibha nokunikezelwa konxibelelwano, **irutha enye eyipropati ye-TCS**, ukuseta irutha, ukuvavanya unxibelelwano nenkxaso eqhelekileyo ekude. Ufakelo oluqhelekileyo lwasimahla luquka ukuya **kwiimitha ezingama-20 zentambo yefayibha ezilinganiswe kubude bendlela yayo, ukusuka kwibhokisi yefayibha esemdeni (BB) ukuya endlwini.** Umgama okanye umsebenzi owongezelelweyo ongaphandle koku, kuquka iintambo ze-Ethernet ezongezelelweyo, ii-access point, izixhobo ze-mesh okanye ukufuduswa kwerutha kamva, uhlawulelwa ngokongezelelweyo kwaye ufuna ikowuteshini evunyiweyo ngaphambi kokuqhubeka. Irutha ihlala iyipropati ye-TCS kwaye ixhomekeke kwimiqathango yokhathalelo, yewaranti neyokubuyiswa yesi sivumelwano.

16.4 Ukupheliswa kwiinyanga ezili-12. Intlawulo enye **yokubuyiselwa kwentlawulo yokuvulwa eyi-R1,500 equka i-VAT** iyasebenza ukuba inkonzo efanelekileyo ipheliswa kwiinyanga ezili-12 ukusuka ekuvulweni, ngokomthetho osebenzayo nayo nayiphi na imida enyanzelisiweyo yeentlawulo zokurhoxisa. **Owona mhla wokupheliswa kwenkonzo,** hayi umhla wokufunyanwa kwesaziso sokurhoxisa, umisela ukuba ukubuyiselwa kuyasebenza na. Akukho kubuyiselwa kwentlawulo yokuvulwa ngomhla ekugqitywa ngawo iinyanga ezili-12 zokuvulwa okanye emva kwawo. Intlawulo iya kuboniswa ngokwahlukeneyo kwiakhawunti yokugqibela.

16.5 Ezinye iimali nezixhobo. Yintlawulo enye kuphela yokubuyiselwa kweendleko eyi-R1,500 esebenzayo phantsi kwegatya 16.4; akukho ntlawulo yesibini yokubuyiselwa kofakelo okanye yokuvulwa eyongezwayo. Imirhumo yenyanga, iintlawulo ezisemthethweni zexesha lesaziso nezongezelelweyo ezivunyiweyo zisahlawulwa. Irutha ye-TCS kufuneka ibuyiswe ngokwegatya 8.6. Iintlawulo zezixhobo azifanele ziphinde zibize ilahleko esele ibuyekeziwe.

16.6 Utshintsho lweDilesi. Ukuvulwa kwenkonzo okuhambelana noTshintsho lweDilesi olufanelekileyo kuqukiwe. Xa ukuvulwa okutsha kufumana esi sibonelelo, umhla wako uqala ixesha lako leenyanga ezili-12 lokubuyiselwa kweendleko. Naluphi na uxanduva olunxulumene nenkonzo yangaphambili kufuneka luchazwe ngokwahlukeneyo; esi sibonelelo asilurhoxisi okanye siluxolele ngokuzenzekelayo.

16.7 Uphononongo nokuqhubeka. Esi sibonelelo sicwangciselwe ukuphononongwa ngo-January 2027. Ukwandiswa akuzizenzekeli kwaye kufuneka kuqinisekise yi-TCS. Ukupheliswa okanye ukuhlaziywa kwesibonelelo akuyi kuyitshintsha ngokubuyela emva imiqathango yesibonelelo eyachazwayo yokuvulwa kwenkonzo esele yamkelwe phantsi kwaso.

16.8 Ukudibana nesivumelwano esingundoqo. Eli candelo lisebenza kuqala kumalungiselelo afanelekileyo esibonelelo se-MetroFibre okufakelwa, okuvulwa, erutha nawokubuyiselwa kweendleko. Imigaqo yesaziso sokurhoxisa ifayibha, imiqathango yenkonzo ye-best-effort neminye imiqathango isaqhubeka ukusebenza. Akukho nto kwesi sibonelelo esusa amalungelo asemthethweni okurhoxisa, exesha lokuphinda ucinge okanye amanye amalungelo angenakususwa.





KLIËNTEOOREENKOMS

Bepalings en voorwaardes

TCS Wi-Fi en TCS Fibre | Hersien op 28 September 2026

Diensverskaffer: The Computer Shop Plett CC (registrasienommer 2004/038845/23), handel as TCS Wi-Fi / TCS Fibre ("TCS").

Toepassing: Hierdie weergawe geld vanaf die inwerkingtredingsdatum wat aan die kliënt meegedeel is, nadat enige vereiste kennis gegee is. Dit verander nie 'n bestaande ooreenkoms terugwerkend nie.

1. U ooreenkoms met TCS

1.1 Hierdie bepalinge geld vir TCS se draadlose en veseldienste. Die aanvaarde kwotasie of diensbestelling identifiseer die kliënt, diensadres, pakket, fooie, toerustingreëling en enige minimum termyn. "FNO" beteken veselnetwerkoperateur; "CPE" beteken toerusting op die kliënt se perseel; 'n faktureringsmaand is 'n kalendermaand, buiten die aktiveringsgebaseerde TCS Communectivity-siklus.

1.2 'n Aanlyn aansoek is 'n versoek om diens, onderhewig aan dekking en uitvoerbaarheid. Die ooreenkoms word gesluit wanneer die kliënt die diensbestelling en hierdie bepalinge aanvaar en TCS die aanvaarding skriftelik of elektronies bevestig. Betalings- en installasievoorwaardes moet voor aktivering nagekom word.

1.3 TCS sal die aanvaarde diensbestelling en bepalinge aan die kliënt beskikbaar stel en 'n rekord van die aanvaarde weergawe bewaar. Die rekeninghouer moet akkurate besonderhede verskaf en enige persoon identifiseer wat gemagtig is om namens die rekening op te tree.

1.4 'n Uitdruklik ooreengekome diensspesifieke bepaling geniet voorrang bo 'n teenstrydige algemene bepaling. Dwingende Suid-Afrikaanse reg geniet voorrang bo albei. Niks in hierdie bepalinge sluit 'n reg of regmiddel uit wat nie regmatig uitgesluit kan word nie.

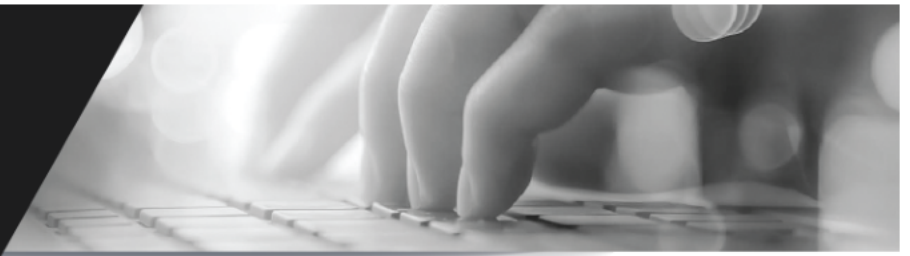
2. Grondslag van dienslewering en belangrike voorwaardes

2.1 Dienste word op 'n **beste-poging-grondslag** gelewer. TCS waarborg nie ononderbroke diens, minimum beskikbaarheid of bepaalde deurset/snelhede nie, tensy dit uitdruklik in 'n ondertekende diensbestelling of diensvlak-ooreenkoms (SLA) ooreengekom is.

2.2 Werklike werkverrigting kan wissel na gelang van netwerkbelasting, radio-interferensie, lyntoestande, stroomopverbinding, kliënttoestelle, binnenshuise Wi-Fi-dekking en kragbeskikbaarheid. TCS sal redelike pogings aanwend om aangemelde foute te ondersoek en dienste wat geraak word, te herstel.

Lees asseblief aandagtig: Betalingsperke verskyn in afdeling 3; toerustingeienskap en vervanging in afdelings 5-6; kansellering en kosteverhaling in afdeling 8; diensbeperkings in afdelings 9-12; klagtes en privaatheid in afdelings 13-14; en die MetroFibre-promosie in afdeling 16.





3. Pryse en betaling

3.1 Alle vermelde pryse sluit BTW in. Die aanvaarde kwotasie of diensbestelling spesifiseer die toepaslike bedrae. Prysveranderings vereis minstens 30 dae skriftelike kennis, onderhewig aan enige langer tydperk of ander beskerming wat deur die reg of die ooreenkoms vereis word.

Heffing	Wanneer betaling verskuldig is
Maandelikse intekengeld	Nie later nie as die 7de van die maand waarvoor die diens gelewer word, buiten 'n pakket wat uitdruklik vooruit betaalbaar is.
Installasie-/toerustingkwotasie	Onmiddellik by aanvaarding, voor installasie of lewering, tensy skriftelik anders ooreengekom. 'n Onaanvaarde kwotasie skep nie op sigself 'n betalingsverpligting nie.
Nuwe diens / eerste maand	Vir kalendermaanddienste word die eerste maand pro rata bereken vanaf aktivering tot maandeinde en is dit betaalbaar by voorlegging van die faktuur. TCS Communectivity is uitgesluit: sy volle aktiveringsgebaseerde maandelikse siklus is vooruit betaalbaar.
Eenmalige werk	By voorlegging van die faktuur, of vooruit waar die aanvaarde kwotasie dit vereis.
TCS Communectivity	R350 vooruit per maandelikse siklus vanaf aktivering, sonder pro rata-fakturering. Aktivering op 23 Oktober dek byvoorbeeld diens tot die hernuwingstydstip op 23 November. Betaal voor daardie hernuwingstydstip om diens voort te sit; anders verval die betaalde diens. Geen vooraf installasiefooï nie.

3.2 Installasiebetalings moet geklaar wees voordat installasie geskeduleer of uitgevoer word, na gelang van die geval. Bykomende werk en toerusting vereis 'n kwotasie en die kliënt se goedkeuring. Indien 'n installasie binne 24 uur voor die geskeduleerde tyd gekanselleer word, kan 'n redelike, vooraf bekendgemaakte besprekings- of uitroepfooï geld, onderhewig aan die reg.

3.3 Aktivering beteken die datum waarop die ooreengekome diens geaktiveer en op die perseel vir gebruik beskikbaar is. TCS sal aktivering meedeel. Indien installasie nie kan voortgaan nie, sal TCS die rede verduidelik en rekenskap gee van betaalde bedrae, en bedrae terugbetaal wat verskuldig is vir dienste wat nie gelewer is nie, onderhewig aan regmatige, ooreengekome heffings.

3.4 **TCS Communectivity-siklusdatums.** Die aktiveringsdatum bepaal die maandelikse hernuingsdatum; die diens is nie aan kalendermaandeinde gekoppel nie en word nie pro rata bereken nie. 'n Siklus wat op die 23ste begin, loop tot en met die 22ste en verval op die hernuwingstydstip op die 23ste van die volgende maand. TCS sal die presiese verval-/hernuingsdatum vir die rekening bevestig, ook waar die volgende maand nie 'n ooreenstemmende kalenderdatum het nie. Betaling word vereis voordat die volgende siklus begin.





4. Opskorting en heraansluiting

4.1 Onbetaalde fakture kan tot opskorting lei ná redelike kennis wat die agterstallige bedrae en hoe om dit reg te stel, uiteensit. Beëindiging is onderhewig aan toepaslike vereistes vir kennis van kontrakbreuk. Noodopskorting kan plaasvind ter wille van sekuriteit, bedrogvoorkoming of die beskerming van netwerktegriteit.

4.2 Opskorting kanselleer nie op sigself die ooreenkoms nie. Vir dienste wat herhalend gefaktureer word, loop kontraktuele intekengeld tydens opskorting weens wanbetaling voort tot regmatige beëindiging, onderhewig aan toepaslike reg. TCS Communectivity verval daarenteen aan die einde van sy betaalde maandelikse siklus indien dit nie hernu word nie; verval hef nie verpligtinge om toerusting terug te gee of regmatige bedrae wat reeds verskuldig is, op nie. Geen krediet vir onderbreking ontstaan bloot weens wanbetaling nie.

4.3 Heraansluiting ná 'n elektroniese fondsoorplasing (EFT) kan tot 48 uur neem nadat geklaarde fondse ontvang en toegeken is. Bewys van betaling alleen bevestig nie dat fondse geklaar is nie. Kliënte moet die korrekte rekeningverwysing gebruik.

4.4 Meld betwiste heffings spoedig aan, met redes en ondersteunende inligting, deur die klagteproses in afdeling 13. Onbetwiste bedrae bly teen hul vervaldatum betaalbaar. TCS sal betwiste bedrae ondersoek en aan toepaslike vereistes rakende geskille en opskorting voldoen.

5. Draadlose pakkette en veselinstallasie

Pakket	Installasiefooi en eienaarskap
Standaard draadlose installasie	R1 500 dek slegs installasie. Toerusting wat verskaf word, bly TCS se eiendom.
Draadlose installasie met volle eienaarskap	R3 500 sluit installasie en die toerusting wat in die kwotasie aangedui is, in. Eienaarskap gaan oor sodra dit ten volle betaal is.
TCS Communectivity	Geen vooraf installasiefooi nie; R350 maandeliks vooruit. Toerusting wat verskaf word, bly TCS se eiendom. Sien klousule 8.5 vir kosteverhaling by vroeë kansellasie.

5.1 **Draadlose installasies.** Die tabel hierbo geld vir draadlose pakkette. Die kwotasie spesifiseer die ingeslote toerusting, montering en bekabeling. Nie-standaardwerk of -toerusting word afsonderlik gekwoteer voordat werk begin. Veseltoerusting kan aan die FNO behoort; die diensbestelling identifiseer die toepaslike eienaarskapreëling.

5.2 Toerusting in TCS se besit sluit verskafte radio's, roeteerders, antennes/skottels, kragtoevoere, hakies en bekabeling in, tensy die diensbestelling anders bepaal. Betaling van 'n installasie- of onderhoudsfooi dra nie eienaarskap oor nie. Vervangingskwotasies moet aandui of toerusting aan die kliënt verkoop word of TCS/FNO se eiendom bly.

5.3 Opstellings met toerusting wat aan TCS behoort, vereis 'n deurlopende diensreëling ("Always-On"); dit beskryf die faktureringsreëling, nie 'n beskikbaarheidswaARBorg nie. Kalendermaanddienste kwalifiseer nie vir onderbrekings op versoek of onderbroke fakturering nie. TCS Communectivity word vooruit betaal volgens sy aktiveringsgebaseerde maandelikse siklus ingevolge klousules 3.4 en 4.2. Aan/Af-pakkette kwalifiseer nie vir toerusting wat deur TCS verskaf word nie.





5.4 Kliënte moet die nodige toestemming van die verhuurder/beheerliggaam verkry, bekende gevare op die perseel bekend maak en redelike, vooraf gereëldde toegang gedurende besigheidsure vir installasie, inspeksie, onderhoud en afhaal toelaat. TCS moet sy werk met redelike sorg uitvoer.

5.5 **Alle veselinstallasies.** Standaard gratis installasie dek tot **20 lopende meter veselkabel vanaf die veselgrenskas (BB) tot by die woning.** Die kabelroete word tydens installasiebeplanning beoordeel. Bykomende afstand of werk buite die standaardomvang is onderhewig aan 'n kwotasie en kliëntgoedkeuring voordat werk voortgaan. Aktiveringsfooie, waar dit buite 'n promosie geld, moet afsonderlik in die diensbestelling bekend gemaak word.

6. Waarborg, versorging en onderhoud

6.1 Nuwe toerusting dra 'n vervaardigerswaarborg van 12 maande vanaf lewering, buiten kragtoevoere, waarvoor die toepaslike vervaardigersdekking by lewering vermeld sal word. Statutêre regte bly onaangetas. TCS sal aangemelde gebreke beoordeel en die toepaslike waarborgregstelling reël.

6.2 Ná installasie is die kliënt verantwoordelik vir redelike versorging, beveiliging en versekering van toerusting op die perseel, insluitend toerusting wat aan TCS behoort. Waarborguitsluitings geld vir skade veroorsaak deur kragstuwings, weerlig, waterindringing, misbruik, peutery of ongemagtigde veranderings, in die mate wat regmatig is. Foute weens TCS se swak installasie bly TCS se verantwoordelikheid.

Ná die waarborg: Herstel of vervanging is vir die kliënt se rekening, ook vir toerusting wat aan TCS behoort, tensy die fout voortspruit uit TCS se gebrekkige installasie of 'n regsverpligting wat nie uitgesluit kan word nie. TCS sal 'n kwotasie verskaf en goedkeuring verkry voordat betaalbare werk uitgevoer word. Eienaarskap en onderhoudsverantwoordelikheid staan afsonderlik van mekaar.

6.3 Kliënte mag nie TCS/FNO-toerusting verskuif of verander of ongemagtigde werk daaraan toelaat nie. Interne netwerke en toerusting wat aan die kliënt behoort, word op die kliënt se koste onderhou, onderhewig aan toepaslike waarborge en statutêre regte.

7. Verskuiwing en pakketveranderings

7.1 Dien verskuiwingsversoeke minstens 14 dae vooruit skriftelik in via support@tcswifi.co.za, 'n tak of 'n goedgekeurde ondersteuningskaartjekanaal. Verskuiwing hang af van dekking, uitvoerbaarheid en beskikbaarheid. Die fooi sal vooraf gekwoteer word en is betaalbaar voordat werk geskeduleer word.

7.2 'n Verskuiwingsversoek kanselleer nie outomaties die bestaande diens nie. TCS sal die voorgestelde verskuiwing, enige oorrleueling in fakturering en aktiveringsreëlins bevestig. Kliënte wat buite die dekkingsgebied verhuis, moet kennis van kansellasië gee en die terugbesorging van toerusting reël.

7.3 **MetroFibre- en Openserve-pakketveranderings.** Opgraderings tree onmiddellik ná verwerking in werking, sonder 'n kalendermaand-kennisgewingstydperk. Afgraderings vereis een volle kalendermaand skriftelike kennis: die kennisgewingsmaand begin op die eerste dag van die maand ná ontvangs, en die laer pakket tree op die eerste dag ná daardie kennisgewingsmaand in werking. 'n Afgraderingsversoek wat op 10 Oktober ontvang word, tree byvoorbeeld op 1 Desember in werking. TCS sal die inwerkingtreddingsdatum en toepaslike heffings bevestig. Veranderings op ander veselnetwerke volg die bekendgemaakte FNO-vereistes.





8. Kansellasië en finale fakturering

8.1 Kansellasië moet van die rekeninghouer of 'n gemagtigde verteenwoordiger kom en die rekeningnommer, diensadres en verlangde beëindigingsdatum insluit. Stuur dit aan support@tcswifi.co.za; info@tcswifi.co.za word ook aanvaar. TCS sal ontvangs erken en die beëindigingsdatum bevestig. Die kennisgewingstydperk loop vanaf ontvangs, nie vanaf die datum van ontvangserkenning nie.

Diens	Kennisgewing en voorbeeld
Vesel	Een volle kalendermaand skriftelike kennis. Die kennisgewingsmaand begin op die 1ste van die maand ná ontvangs; beëindiging vind aan die einde van daardie maand plaas. Voorbeeld: ontvangs op 10 September beteken beëindiging op 31 Oktober.
Wi-Fi (insluitend TCS Communectivity)	Minstens 14 kalenderdae skriftelike kennis vanaf ontvangs, sonder 'n maandeindevereiste. Voorbeeld: ontvangs op 10 September beteken beëindiging op 24 September. Kalendermaand-Wi-Fi-intekengeld word pro rata tot beëindiging bereken. TCS Communectivity gebruik volle vooruitbetaalde maandelikse siklusse, onderhewig aan statutêre terugbetalingsregte.

8.2 Heffings bly betaalbaar vir die toepaslike regmatige kennisgewingstydperk, ongeag gebruik of 'n vroeë afsluiting op die kliënt se versoek. 'n Later beëindigingsdatum wat deur die kliënt versoek word, geld indien TCS dit aanvaar. Hierdie reëls bly onderhewig aan statutêre kansellasië- en afkoelregte.

8.3 'n Minimum of vaste termyn geld slegs indien dit uitdruklik in die aanvaarde diensbestelling vermeld word. Waar artikel 14 van die Wet op Verbruikersbeskerming (CPA) geld, mag die kliënt met 20 besigheidsdae se aangetekende kennis kanselleer, onderhewig aan 'n redelike, regmatige boete. Vereiste kennisgewings van verstryking en hernuwingsregte sal nagekom word.

8.4 Die finale rekening sal intekengeld, regmatige uitstaande bedrae en krediete toon. Enige hanteringsfooi vir terugbetalings moet redelik en bekendgemaak wees en mag nie 10% oorskry nie; geen fooi geld waar dit deur die reg verbied word nie.

8.5 **Vroeë kansellasië van TCS Communectivity.** Installasie het geen vooraf fooi nie. Indien die diens binne die eerste **3 maande vanaf aktivering** beëindig word, geld 'n **installasiekosteverhalingsfooi van R500, BTW ingesluit**, onderhewig aan toepaslike reg. Die werklike beëindigingsdatum, nie die datum waarop kennis gegee word nie, bepaal of die fooi geld. Geen installasiekosteverhalingsfooi geld op of ná die datum waarop drie maande sedert aktivering verstryk het nie. Die gewone kansellasiëkennis van 14 dae geld steeds. TCS Communectivity word in volle vooruitbetaalde maandelikse siklusse gefaktureer, nie pro rata nie; statutêre kansellasië- en terugbetalingsregte bly onaangetas. Toerusting wat aan TCS behoort, moet ingevolge klousule 8.6 terugbesorg word; enige toerustingheffing mag nie 'n verlies dupliseer wat reeds verhaal is nie.

8.6 Toerusting wat aan TCS behoort, moet binne 7 dae ná beëindiging of verskuiwing buite die dekkingsgebied terugbesorg word, of vir ooreengekome veilige afhaal beskikbaar gestel word. Kliënte mag nie self toerusting wat op die dak gemonteer is, verwyder nie. Redelike slytasie is van skadeheffings uitgesluit; items wat nie terugbesorg word nie of beskadig is, kan aan 'n redelike, gestaafde vervangingsheffing onderhewig wees. Verdragings deur TCS met afhaal sal nie as 'n versuim deur die kliënt om toerusting terug te besorg, beskou word nie.





9. Ondersteuning en diensonderbrekings

9.1 TCS ondersteun die diens wat dit lewer tot by die ooreengekome oorhandigingspunt: gewoonlik die draadlose CPE se Ethernet-uitgang of die vesel-ONT se oorhandigingspoort. **Standaard afstandsondersteuning vir die verskafte TCS-roeteerder is ingesluit.** Uitbreidings van binnenshuise dekking, bykomende toegangspunte, kliënttoestelle en interne netwerke word deur die kliënt bestuur, tensy uitdruklik ingesluit. Betaalbare hulp op die perseel is onderhewig aan klousule 9.2 en doen nie afbreuk aan waarborgregsmiddels of regsmiddels vir gebrekkige installasie nie.

9.2 Hulp buite die ooreengekome grens kan teen die bekendgemaakte standaarduitroep- of ondersteuningstarief verskaf word, met kliëntgoedkeuring voordat betaalbare werk uitgevoer word. Kliënte behoort foute spoedig aan te meld en met redelike foutopsporing te help.

9.3 Veseldiens is onderhewig aan FNO-dekking, installasie en stroomopbesikbaarheid. TCS sal stroomopfoute aanteken en opvolg, maar beheer nie die FNO se herstelskedule nie. Tensy 'n SLA anders bepaal, is daar geen outomatiese kontraktuele onderbrekingskrediete of terugbetalings nie, onderhewig aan statutêre regsmiddels wat nie uitgesluit kan word nie.

9.4 **MetroFibre-fouterstel.** Die standaard MetroFibre-fouterstelteiken is **3-5 werksdae, afhangend van die erns van die fout**, onderhewig aan die toepaslike MetroFibre-SLA en sy foutklassifikasie, tydsreëls en uitsluitings. TCS sal die fout aanteken en opvolg en terugvoer verskaf. Dit is 'n stroomopfouterstelteiken, nie 'n onvoorwaardelike herstelwaarborg deur TCS nie; enige uitdruklik ooreengekome SLA-regte bly onaangetas.

10. Kragonderbrekings en gebeure buite beheer

10.1 Diens kan geraak word deur beurtkrag, kragonderbrekings, uitgeputte rugsteunkrag, veselbreuke, vandalisme, diefstal, stroomoponderbrekings, burgerlike onrus, regeringsoptrede en ander gebeure buite TCS se redelike beheer. Kliënte word aangeraai om geskikte ononderbroke kragtoevoer (UPS)/rugsteunkrag vir toerusting op hul perseel te voorsien.

10.2 TCS is nie verantwoordelik vir versuim om te presteer in die mate waarin dit deur gebeure buite sy redelike beheer veroorsaak word nie, en sal redelike stappe doen om die gevolge te beperk en diens te herstel. Geen outomatiese kontraktuele krediet of vergoeding geld vir kragverwante onderbrekings nie. Statutêre regte en klousule 12 bly onaangetas.

11. Aanvaarbare gebruik en pakkette met datalimiete

11.1 Eweknie-lêerdeling deur BitTorrent of soortgelyke toepassings te gebruik om lêers af te laai, op te laai of vir verspreiding beskikbaar te stel ("seed"), is op TCS-dienste verbode. Hierdie beperking is op lêerdeling gerig, nie op gewone oproepe of speletjies bloot omdat dit eweknietegnologie gebruik nie.

11.2 Onregmatige aktiwiteite, kopieregskending, gemorspos, die verspreiding van kwaadwillige sagteware, netwerkaanvalle en ongemagtigde toegang is verbode. Kliënte mag nie TCS se sekuriteit, toegangsbeheer of bestuurde netwerkkonfigurasies sonder magtiging omseil of verander nie.

11.3 TCS mag dienste wat geraak word, beperk of opskort waar daar redelike gronde is om onregmatige aktiwiteite, misbruik of netwerkbedreigings te vermoed. TCS sal die rede verduidelik waar dit regmatig en prakties uitvoerbaar is en 'n geleentheid bied om te reageer, buiten waar onmiddellike beskermende optrede nodig is. Beëindiging bly onderhewig aan toepaslike reg.





11.4 Kliënte is verantwoordelik vir gemagtigde rekeninggebruik, die beveiliging van aanmeldbesonderhede en die spoedige aanmelding van vermoedelike kompromittering. Ongebruikte bandwydte word slegs op voorafbetalde pakkette oorgedra. Pakkette met vaste datalimiete dra nie data oor nie. Hierdie bepalinge bly onderhewig aan dwingende reg ingevolge klousule 1.4.

12. Aanspreeklikheid

12.1 In die mate wat die reg dit toelaat, sluit TCS aanspreeklikheid vir indirekte of gevolgskaade uit, insluitend verlies van wins of data. Kliënte behoort toepaslike rugsteun- en kontinuïteitsreëlings te handhaaf.

12.2 Geen uitsluiting geld vir TCS se bedrog, opsetlike wangedrag, growwe nalatigheid of aanspreeklikheid wat nie regmatig uitgesluit kan word nie. Hierdie bepalinge verskoon nie gebrekkige installasie nie en verwyder nie verpligte verbruikersregsmiddels nie. Beste-poging-dienslewering is nie 'n waarborg van ononderbroke verbinding nie.

13. Klagtes en eskalاسie

13.1 Stuur 'n e-pos aan support@tcswifi.co.za vir ondersteuning of 'n formele klagte. Klagtes wat aan info@tcswifi.co.za gestuur word, word ook aanvaar en sal intern verwys word. Sluit u naam, rekeningnommer, diensadres, kontakbesonderhede, 'n beskrywing en ondersteunende inligting in.

13.2 TCS sal die klagte aanteken, 'n verwysing verskaf en dit na ondersteuning of rekeninge verwys, na gelang van die geval. Onopgeloste sake kan met dieselfde verwysing na die verantwoordelike bestuurder geëskaleer word. TCS sal vordering en die uitkoms daarvan meedeel, insluitend redes en enige voorgestelde regstelling.

13.3 Indien TCS die klagte nie binne 14 werksdae opgelos het nie, mag die kliënt dit na ICASA verwys via www.icasa.org.za/pages/consumer-complaints-procedure of consumer@icasa.org.za. Hierdie klagtetydperk is nie 'n gewaarborgde tegniese hersteltyd nie. Ander toepaslike regskanale vir klagtes bly beskikbaar.

14. Persoonlike inligting en elektroniese aanvaarding

14.1 TCS verwerk die nodige identiteits-, kontak-, adres-, rekening-, betalings-, diens- en ondersteuningsinligting om aansoeke te beoordeel, verbinding te verskaf, rekeninge te administreer, kliënte te ondersteun, sy dienste te beveilig en regsverpligtinge na te kom. Verpligte inligting is nodig om daardie funksies te verrig; opsionele bemarkingskeuses staan afsonderlik daarvan.

14.2 Nodige inligting kan vir hierdie doeleindes met FNO's, stroomopverskaffers, installasiekontraakteurs, fakturerings-/betalingsverwerkers en ondersteuningsverskaffers gedeel word, of waar die reg dit vereis. TCS sal toepaslike beskermingsmaatreëls toepas, ook waar verwerking buite Suid-Afrika plaasvind, en inligting slegs so lank bewaar as wat vir regmatige doeleindes nodig is.

14.3 Kliënte kan toegang of regstelling versoek, privaatheidskwessies opper of toepaslike beswaar- en uitwissingsregte uitoefen via support@tcswifi.co.za vir verwysing na TCS se Inligtingsbeampte. Kliënte kan ook by die Inligtingsreguleerder kla by www.inforegulator.org.za. 'n Meer volledige privaatheidskennisgewing is op versoek beskikbaar.

14.4 Operasionele kommunikasie, insluitend fakture, foute en diensveranderinge, staan afsonderlik van promosiebemarking. Elektroniese bemarking sal aan toepaslike toestemmingsvereistes of vereistes vir bestaande kliënte voldoen en 'n onttrekkingsopsie bied. Aanvaarding van diensbepalinge is nie algemene toestemming tot bemarking nie.





14.5 Vir aanlyn bestellings sal TCS die bepalinge voor aanvaarding aanbied en die aanvaardingsrekord en weergawe bewaar. Toepaslike afkoelregte vir elektroniese transaksies word behou. Waar vroeë aanvang van 'n diens versoek word, moet enige toestemming en die uitwerking op afkoelregte duidelik verduidelik en ooreenkomstig die reg aangeteken word.

15. Kennisgewings, wysigings en algemene bepalinge

15.1 TCS sal wesenlike prys- of bepalinge veranderings minstens 30 dae vooruit direk per e-pos, SMS of 'n duidelik aangeduide kennisgewing op die faktuur meedeel, onderhewig aan toepaslike reg en regte ingevolge vaste termyne. Die bygewerkte weergawe sal by www.tcswifi.co.za beskikbaar wees. Publikasie op die webwerf vul direkte kennisgewing aan.

15.2 Voortgesette gebruik ná die meegedeelde inwerkingtredingsdatum vorm slegs aanvaarding in die mate wat dit regmatig is; geen wysiging verwyder verpligte regte nie. Kliënte moet kontakbesonderhede op datum hou. Ongeldige bepalinge is skeibaar waar die res regmatig kan voortbestaan. Suid-Afrikaanse reg beheers hierdie ooreenkoms.

15.3 Hierdie bepalinge dek verbindingdienste. Afsonderlike voorwaardes vir werkswinkelherstelwerk, berging en onopgeëiste toerusting moet vir werkswinkelopdragte bekend gemaak en aanvaar word.

Kontak TCS

Ondersteuning en klagtes: support@tcswifi.co.za

Alternatief: info@tcswifi.co.za | 044 533 3275

17 High Street, Plettenberg Bay, 6600 | www.tcswifi.co.za

MetroFibre-promosie

Promosiebepalinge | 01 Oktober - 31 Desember 2026

Gratis installasie en aktivering

Geldige aansoeke wat van 1 Oktober tot 31 Desember 2026 ontvang word, kwalifiseer vir standaardinstallasie, aktivering en een roeteerder wat aan TCS behoort. Installasie dek tot 20 lopende meter vanaf die veselgrenskas (BB) tot by die woning; ekstras vereis 'n goedgekeurde kwotasie. Maandelikse intekengeld bly betaalbaar. 'n Enkele kosteverhaling van R1 500 geld indien die diens binne 12 maande vanaf aktivering beëindig word, onderhewig aan toepaslike reg.

16. MetroFibre-promosievoorwaardes

16.1 **Promosietydperk en kwalifisering.** Die aanbod geld vir geldige aansoeke wat TCS van **1 Oktober tot en met 31 Desember 2026** ontvang. Kwalifisering word deur die **aansoekdatum** bepaal, nie deur die installasie- of aktiveringsdatum nie; 'n kwalifiserende aansoek kan ná 31 Desember 2026 geïnstalleer of geaktiveer word. Die aanbod dek nuwe kliënte op alle MetroFibre-pakkette wat TCS aanbied en kwalifiserende adresveranderingsaansoeke (Change of Address), onderhewig aan dekking en uitvoerbaarheid. Die aanvaarde diensbestelling sal kwalifisering bevestig.





16.2 Gratis installasie en aktivering. Kwalifiserende kliënte betaal geen vooraf standaardinstallasie- of aktiveringsfooi nie. Enige aktiveringsfooi wat op die faktuur verskyn, sal deur 'n gelyke krediet teengewerk word. 'n Enkele kosteverhaling van **R1 500, BTW ingesluit**, kan ingevolge klousule 16.4 geld. Hierdie bedrag moet in die aanvaarde diensbestelling bekend gemaak word.

16.3 Wat ingesluit is. Die aanbod sluit standaardveselinstallasie en oorhandiging, een roeteerder wat aan TCS behoort, roeteerderopstelling, verbindingstoetsing en standaard afstandsondersteuning in. Standaard gratis veselinstallasie dek tot **20 lopende meter veselkabel vanaf die veselgrenskas (BB) tot by die woning**. Bykomende afstand of werk buite hierdie omvang, insluitend ekstra Ethernet-bekabeling, toegangspunte, maasnetwerktoerusting of latere verskuiwing van die roeteerder, kos ekstra en vereis 'n goedgekeurde kwotasie voordat werk voortgaan. Die roeteerder bly TCS se eiendom en is onderhewig aan die versorgings-, waarborg- en terugbesorgingsbepalings van hierdie ooreenkoms.

16.4 Beëindiging binne 12 maande. 'n Enkele **aktiveringsfooiverhaling van R1 500, BTW ingesluit**, geld indien die kwalifiserende diens **binne 12 maande vanaf aktivering** beëindig word, onderhewig aan toepaslike reg en enige verpligte beperking op kansellasieheffings. Die **werklike diensbeëindigingsdatum**, nie die datum waarop kansellasiekennis ontvang word nie, bepaal of verhaling geld. Geen aktiveringsfooiverhaling geld op of ná die datum waarop 12 maande sedert aktivering verstryk het nie. Die heffing sal afsonderlik op die finale rekening aangedui word.

16.5 Ander bedrae en toerusting. Slegs een kosteverhaling van R1 500 geld ingevolge klousule 16.4; geen tweede installasie- of aktiveringskosteverhaling word bygevoeg nie. Maandelikse intekengeld, regmatige heffings vir die kennisgewingstydperk en goedgekeurde ekstras bly betaalbaar. Die roeteerder wat aan TCS behoort, moet ingevolge klousule 8.6 terugbesorg word. Toerustingheffings mag nie 'n verlies dupliseer wat reeds verhaal is nie.

16.6 Adresverandering (Change of Address). Kwalifiserende adresveranderingsaktiverings is ingesluit. Waar die nuwe aktivering vir die promosie kwalifiseer, begin sy eie verhalings tydperk van 12 maande op daardie aktiveringsdatum. Enige verpligtinge ten opsigte van die vorige diens moet afsonderlik aangedui word; hierdie promosie kanselleer dit nie outomaties of skeld dit kwyd nie.

16.7 Hersiening en voortsetting. Die inisiatief sal volgens beplanning in **Januarie 2027** hersien word. Verlenging is nie outomaties nie en moet deur TCS bevestig word. Beëindiging of hersiening van die promosie sal nie die bekendgemaakte promosiebepalings vir 'n aktivering wat reeds daarvolgens aanvaar is, terugwerkend verander nie.

16.8 Wisselwerking met die hoofooreenkoms. Hierdie afdeling geniet voorrang vir die kwalifiserende MetroFibre-promosie se installasie-, aktiverings-, roeteerder- en verhalingsreëlings. Die veselkansellasiekennisreëls, bepalinge oor beste-poging-dienslewering en oorblywende bepalinge bly van toepassing. Niks in hierdie promosie verwyder statutêre kansellasie-, afkoel- of ander regte wat nie uitgesluit kan word nie.

