

Belanet Terms of Service

- All services rendered are strictly on a month-to-month basis unless otherwise specified within the Subscriber Agreement.
- All internet invoices are payable in advance on or before the 7th of every month.

ORDERING OF SERVICE

Persons wishing to obtain a service must apply for the service by completing and signing an application form

- Where the application is for the outdoor transfer of an existing service to a different premises, it will be treated as
 - a) An order to terminate the service at the existing premises, and
 - b) An order for the provision of a new service at a different premises.
- Belanet reserves the right to refuse to provide a service if the applicant fails to meet the conditions of Belanet's credit referencing procedure.
- Should a customer cancel or modify an order so that abortive costs are incurred by Belanet, the customer shall be liable for such costs, which amounts shall be payable on demand.

INSTALLATION OF SERVICES

- Belanet shall install the service, as requested by the customer, against payment of the relevant installation charge and deposit if applicable

MAINTENANCE OF SERVICES

- Belanet shall maintain the service, against payment of the relevant charges.
- A service shall be deemed to be in good working order until Belanet is advised otherwise.
- If the customer requests that a fault be attended to, and this requires that repair work are to be carried out in normal office hours, Belanet will charge the normal-hours maintenance charge and call-out fee applicable to the specific service, as determined by Belanet from time to time.
- If the customer requests that a fault be attended to, and this requires that repair work to be carried out after hours, Belanet will charge the after-hours maintenance charge and call-out fee applicable to the specific service, as determined by Belanet from time to time.
- After hour services will be available every day from 5pm to 9pm on 082 388 4452.

SERVICE INTERRUPTIONS LIABILITY CLAUSE

- Belanet cc acknowledges that from time to time, service interruptions may occur due to various factors, including but not limited to maintenance, technical issues, natural disasters, or actions of third parties. While Belanet CC will make every reasonable effort to provide a stable and reliable connection for its internet, camera monitoring, and telephony services, it is understood that such interruptions may still occur.
- The client acknowledges that Belanet CC has a proven track record of maintaining 99% uptime for its services. However, in the unlikely event of a network interruption, the client agrees that Belanet CC shall not be held liable for any damages, losses, or inconveniences resulting from such interruptions, regardless of the cause. This includes, but is not limited to, loss of data, loss of revenue, or any other direct or indirect damages.
- The client acknowledges that the provision of internet, camera monitoring, and telephony services inherently carries a risk of interruption, and agrees to hold Belanet CC harmless from any claims arising from such interruptions.
- Despite the above, Belanet CC will diligently work to minimize any disruptions and will strive to promptly restore services in the event of an interruption.

Name

Signature

USE OF SERVICES

- Belanet reserves the right to change any number within the existing numbering plan, code, password, user identity or name allocated by Belanet from time to time for use in connection with the service and Belanet shall not be liable for any loss or damage (including consequential damages) arising from such change however arising.

SUSPENSION OF SERVICE

- Belanet reserves the right to suspend any service on accounts that are in arrears.

CANCELLATION OF SERVICE

- Belanet requires a written notice of cancellation. A minimum of one **calendar month's notice** is required for the cancellation of any service, unless otherwise specified. A calendar month refers to the full period from the **1st to the last day** of a month. For example, to cancel your service effective **31 December**, the cancellation notice must be submitted **before 4:00 p.m. on 30 November**.
Please note that **debit order clients** must submit their cancellation **before the 25th of the month** in order for the cancellation to take effect at the end of the following month. in order to initiate the said client's notice period of 60 (Sixty) days after which the delivery of service will be suspended.

FAIR USE POLICY

- Please note that some connectivity options have a fair use policy attached to it. If you would like to review the Fair Use Policy in detail, please refer to our website: www.belanet.net for a copy

POPI ACT

For the POPI Act, the Company is deemed to be an organization that engages in all aspects of business. It follows that personal information could be processed in some of the following categories:

1. Employees
2. Clients
3. Vendors
4. Stakeholders, i.e. shareholders
5. Governing bodies, i.e. directors
6. Statutory bodies, i.e. SARS
7. Public viewers, i.e. websites
8. Hostile invaders i.e. hackers

A list of the processors, persons privy to the processing is inserted here. The following general information is collected from the parties above:

1. Name
2. Surname
3. Address
4. Contact Details
5. All labour related information
6. All client information relating to accounting, products, services in common
7. All vendor information relating to accounting, products, services in common
8. Information stakeholders could be interested in
9. Information governing bodies could be interested in
10. All Statutory information on which the Company is to report / act upon
11. Information destined for marketing and sales in future
12. Purpose for holding information

The Company vows to protect the information as prescribed by the POPI Act. As far as the Company understands, all personal information is private and attended to according to the POPI Act.

The Company will at all times measure the risk of breach of the POPI Act and actively manage same on a daily basis.