

Terms & Conditions

By signing this quotation you hereby accept the TECHMIKE FIBRE Pty Ltd, TERMS AND CONDITIONS as made available on www.techmike.co.za

1. All our Services are billed in advance.
2. Please note that a Router / Firewall may be required for several services provided. The TECHMIKE FIBRE Router / Firewall remains the property of TECHMIKE FIBRE.
3. This quotation is valid until the specified expiry date.
4. The "Commencement Date" means the date on which a specific Signed Quotation comes into operation, and such date is the Ready for Service Date / Commencement Date specified in the Signed Quotation or such other date as may be agreed between the Parties in writing;
5. The Customer hereby appoints TECHMIKE FIBRE to provide the Services and facilities as set out in Signed Quotations from time to time.
6. The standard lead time for all services will vary from three (3) to six (6) months after placement of the order subject to infrastructure availability.
7. Errors and omissions are excluded.

8. All documentation is Confidential to TECHMIKE FIBRE.
9. Hardware and software pricing may be subject to rand dollar exchange on the day of order, therefore the quoted and invoiced price may differ.
10. We are dependent on our suppliers and therefore: - our installation costs may differ after completion of a required feasibility study, and/or may in the event that our suppliers do not deem the site to be feasible, adjust the pricing and/or reject the order.
11. The client accepts that TECHMIKE FIBRE is dependent on suppliers for timelines and our suppliers retain the right to adjust timelines if required.
12. TECHMIKE FIBRE installations cannot be moved once it is installed and the customer shall be liable for the full contract period as per the Signed Quotation.
13. TECHMIKE FIBRE cannot be downgraded within the current contract period from the bandwidth capacity as set out in this Signed Quotation.
14. For each respective Service Installation Completion, the customer shall pay TECHMIKE FIBRE all recurring and non-recurring charges, fees, and taxes as set out in the Signed Quotation.
15. Each Signed Quotation shall endure for the Contract Term in months stipulated therein. Thereafter, the Signed Quotation will automatically be renewed on a month-to-month basis until 30 days written notice of termination is received from one Party to the other.

16. In the event that a customer cancels a service as per a Signed Quotation, TECHMIKE FIBRE shall be entitled to charge the customer a fixed Abortive Cost of R 9 000 exclusive of VAT. These costs include expenses incurred by and any obligations to which TECHMIKE FIBRE has become necessarily bound as a result of the relevant Signed Quotation/Order. The customer will be responsible for these charges from the date of the Order concerned until the date of receipt or deemed receipt of the notice of cancellation. Additionally, the customer will be liable for the actual costs incurred in recovering any equipment that has already been installed.

17. The customer bears the responsibility of obtaining the necessary Landlord consent and/or Landlord approval for each Service Installation/order. Failure to obtain either or both of these approvals will result in the application of the abortive costs mentioned in clause no 16.

18. No Termination fees shall be payable in the event of the customer giving TECHMIKE FIBRE written notice of the termination of an Order Form within seven (7) days of the Order Form Signature date.

19. TECHMIKE FIBRE may increase License and/or Customer Service fees on an

annual basis. Such increases will not exceed the SA Consumer Price Index for that annual contract period with 60 days prior written notice, before the annual renewal date.

1. All cancellation requests must be sent to cancellations@techmike.co.za and be confirmed as received by our Admin department.

2. Month-to-month contracts are required to be canceled 30 days in advance (in writing).

3. For 12/24/36 month contracts, if the Customer cancels 90 days in advance and in writing and to which this Signed Quotation is subject, such cancellation before the end of the initial period will carry a penalty fee equal to the monthly recurring charges remaining from the date of cancellation until the date that the full initial contract period would have expired.

DATE	
AUTHORISED SIGNATURE	
PRINT NAME	
DESIGNATION OF SIGNATORY	
EFFECTIVE DATE	