

Fibre Broadband

Access is supplied as a best effort service by the Fibre Line Provider. Warranties on equipment/hardware supplied during the installation are held by the Fibre Line Provider or their chosen Representative and remain their property. In order to use the Fibre Data purchased from TechMike a Fibre router/modem is required, this router/modem needs to be purchased by the client. Only approved (ICASA, SABS) hardware is permitted to be used, un-approved hardware connected to the Fibre Line by the client which proves to be interfering/causes damage to the service provided by the Fibre Line Provider/TechMike or its infrastructure is not permitted. Any costs which arise due to damage and repairs caused by the connection of un-approved hardware by the client will be for the clients account.

Fibre Line Providers determine the areas and speeds available on their network. Fibre Line Providers may also implement restrictions on the availability of certain speeds in certain areas, including restrictions on speeds available when service changing from one speed to another. Areas marked as available on the map may not be Fibre ready at your particular address due to a number of factors. Pre-orders do not guarantee that Fibre will be available at your particular address once the planned project has been completed. Should we not be able to proceed with your application we will advise you thereof. Installations are typically completed within +- 30 days, this timeframe is however not guaranteed. TechMike only offer Fibre to the Home services through our Fibre Line Providers at this time.

Fibre line installations and connections are subject to an installation and connection fee which is prescribed by the Fibre Line Provider. Additional fees may apply should trenching or additional cabling be required to complete the installation. Additional fees may also apply should a re-installation or indoor transfer (move line within the same premises) be required. TechMike, the Fibre Line Provider or its Contractor will make any additional charges known to the client and the client will be required to accept or reject these charges before the order is completed. Please note that should the service be ordered and the incorrect address is supplied, the client will be responsible for all charges relating to the order placed at the incorrect address.

An additional fee may be charged as prescribed by the Fibre Provider for re-grading the speed of a fibre line as well as outdoor transfers (new address) and transfers between Internet Service Providers. Downgrades may require 30 days' notice depending on the Fibre Provider, the earliest date for a downgrade request will be displayed in the Client Control Panel when submitting the request. Cancellations for fibre lines are only submitted at the end of each month, the cancellation request must be sent to cancellations@techmike.co.za at least a calendar month before the cancellation date. Cancellation requests which do not adhere to a calendar months notice requirement are subject to Early Termination Fees which will need to be settled before the cancellation request is processed, this fee is prescribed by the Fibre Line Provider. Transfers between Service Providers are handled in the same manner as a new installation and are typically completed within +- 30 day, this timeframe is however not guaranteed.

An additional fee of up to R2 000.00 may be charged on faults logged which are found to be caused by faulty hardware or user error. This amount will be charged to your account once we are advised of the charges by the Fibre Line Provider.

By completing the order it is deemed that consent has been received from the landlord, owner or body corporate for the installation of the service.

The available capacity on the network is shared between all users of TechMike bandwidth. Acceptable Usage Policies are attached to Uncapped Services. Capped services whilst the majority of the time will remain untouched may be shaped or throttled should the demand on the network and available capacity be affected. Capped services will generally receive priority through-put on our network provided there is no rise in demand or extenuating circumstances affecting the performance of the network.

Capped Services

Rollover of Data Unused data rolls over to the following renewal month (calendar month) for a period of 3 months. Rolled-over data will be used first from the 1st of each month and thereafter the renewal data will be used. Rollover data consists of unused renewal data and unused top up data.

The most recent rolled over data will be used first, working on a system of last in first out.

EXAMPLE

The monthly renewal on a 10GB service is 10 GB. The monthly renewal on a service is 10GB. In the last 3 months, the following amounts of unused data have rolled over, March 1GB, April 2GB, and May 2 GB. On the 1st of June, the service will renew and 10GB will be allocated together with the 4GB which has rolled over from March to May. Usage from the 1st of June will be deducted from the rolled-over data from May then April than March, only once the rolled-over data of 4GB has been exhausted will the renewal data of 10GB start being used. Should there be any unused data by the end of June, this data will roll over to July and the process will begin again. Should usage not reach the rolled-over data for March it will fall away.

Rollover of Data is only applicable to services that are paid up to date and are renewed monthly. If your debit order or credit card payment fails for any reason you will not be able to use any Rollover Data until all services are paid up to date. Should you cancel your service any accumulated rollover data will fall away and cannot be reinstated if the cancellation date has passed and the service is restored.

Uncapped Services

Uncapped services do not carry a usage limit (cap) but speeds will be limited to the speed of the Fibre line. The service is for personal use only and may not be resold, shared or used for commercial purposes. The use of our uncapped services by WISP's (wireless internet service provider) is strictly prohibited.

All uncapped products carry an **Acceptable Use Policy** please take the time to read through it as important information is communicated there-in. By accepting the Terms and Conditions, you also agree to the afore-mentioned **AUP** (Acceptable Use Policy).

Uncapped services are billed on a calendar month basis (1st to last day of the month) and payment is due in advance by the 1st of each month.

FF Air

Frogfoot Air is a Frogfoot Fibre product that includes uncapped internet and is available as per the coverage availability. The product is designed for Basic use and is not intended for business use or super users. The service is supplied as a best effort service by Frogfoot. Equipment/hardware supplied during the installation remains the property of Frogfoot and may not be removed from the premises. Hardware removed from the premises will be billed to the client. The service is installed with a Wifi enabled ONT so no router/modem is required. The ONT supports up to 10 devices, the device is not extendable and does not have network ports, no repeaters/range extenders can be connected to it. TechMike are only able to perform first line troubleshooting, thereafter service issues need to be escalated to Frogfoot for resolution. Frogfoot undertake to attend to valid faults by the next business day. Usage stats are not made available to TechMike at this time and therefore cannot be displayed.

Installation costs do not include additional trenching costs or the unblocking of pipes. Any additional installation costs will be payable by the end user/client. Service changes are only permitted between the available Frogfoot Air packages. New services can only be set to Downgrade (lower speed) after 6 months of active service have passed, this includes services that were Upgraded, a Downgrade will not be permitted on the Upgraded service during the first 6 months of service. Clients are not able to service change to an Upgraded service (higher speed) and then service change to a Downgraded service in the same month. The Upgraded service change must first be renewed before a Downgrade can be set for the next renewal. Cancellations must be sent to cancellations@techmike.co.za, all cancellations require a calendar months' notice (purchases on promotions may carry additional t's & c's). The earliest available.

Op Connect

Op Web Connect is an Op Fibre product which includes Op uncapped internet and is available as per the coverage in the area. There is a limitation of one Op Web Connect service per premises. The product is designed for Basic use and is not intended for business use or super users. The service is supplied as a best effort service by Op. Equipment/hardware supplied during the installation remains the property of Op and may not be removed from the premises. Hardware removed from the premises will be billed to the client. The service is installed with a Wifi enabled ONT so no router/modem is required. Set up of the service will be facilitated by Op during the installation. TechMike are only able to perform first line troubleshooting, thereafter service issues need to be escalated to Op for resolution. Usage stats are not made available to TechMike at this time and therefore cannot be displayed. Op reserve the right to implement a Fair Usage Policy at its discretion.

Installation costs include up to 8 linear meters of trenching/unblocking of pipes. Thereafter a cost of R160.00 per linear meter will be payable by the end user/client. Service changes can only be done between the available Op Web Connect packages. New services can only be set to Downgrade (lower speed) after 6 months of active service have passed. This includes services that were Upgraded, a Downgrade will not be permitted on the Upgraded service during the first 6 months of service. Clients are not able to service change to an Upgraded service (higher speed) and then service change to a Downgraded service in the same month. The Upgraded service change must first be renewed before a Downgrade can be set for the next renewal. Cancellations must be sent to cacnellatins@techmike.co.za, all cancellations require a calendar months' notice (purchases on promotions may carry additional t's & c's). The earliest available.

Static IPs

Minimum Requirements

- Only one static IP can be linked to one active Op service (username)
- A static IP cannot be transferred from one service to another
- The static IP will remain active as long as the Op service (username) it is linked to is active, should the Op service (username) it is linked to be canceled, the static IP will automatically be deleted. Please be aware that once the static IP is deleted it cannot be recovered, should you repurchase the service a new static IP will be issued.
- Failure to pay for your static IP and linked service before the due date will result in the static IP being deleted, once the static IP has been deleted it cannot be recovered.
- A static IP can be canceled during the course of a month, but the cancellation will only take effect at the end of the month. E.G. if we receive your cancellation on the 1st or 15th of July, the static IP will only be deleted on the 31st of July at 11:59 pm.

Your Static IP can be switched on and off from your CCP/RCP. Static IP's are assigned on your PPPOE connection. Due to privacy and security concerns, internal network configurations like natting and routing will need to be set up and maintained by your network administrator.

Static IPs are only available for Op DSL and Fibre services

All Static IPs on our new network are now allocated per region:

- **North** = Free State, Gauteng, Mpumalanga, Limpopo, North West
- **East** = KwaZulu-Natal
- **South** = Eastern Cape, Western Cape, and the Northern Cape

To give you optimal routing and throughput, we need to lock your service down to the last line you connected from.

Should you move to a different region and would like to connect from your new location, then you will have to cancel your current Static IP and apply for a brand new Static IP address. TechMike does not advise that Dynamic/Static IP's are used to run email servers. Should the client choose to use our Dynamic/Static IP services to run an email server it is the client's responsibility to monitor and request the removal of all blacklistings related to the IP on services such as RBLs/SBL's/PBL's and not the responsibility of TechMike

We will force your service to disconnect in order to establish your region so that we can allocate the appropriate Static IP in your area.

The username will be locked to the first successful connection we receive, meaning no other connections can be established from another location.

Also, note that the service will only allow **one concurrent connection**.