

## TERMS AND CONDITIONS

### What happens if I fail to make monthly payments?

- Should the client fail to make payments without prior arrangement, the client will be disconnected from the Network until they make a payment, with a penalty fee of R150.
- Note when the client is disconnected from the Network, they are still liable for a full month payment unless the client has opted to buy the equipment cash.
- Should a client have three (3) disconnection, in order to re-join the network they will require to sign a debit order before they can be reconnected back to the network.

### Who owns the equipment's?

- MLR wireless provides the clients with the equipment on rental terms, and the equipment will remain under MLR wireless, when the client terminates the contract MLR wireless will remove the equipment
- Clients who wish to buy the equipment need to send an email to [Rudzani@mlrwireless.co.za](mailto:Rudzani@mlrwireless.co.za)

### Service provision

- MLR Wireless will provide internet service as far as practicable, MLR wireless will not be held liable to provide service while there is Load shading or the is ESKOM maintenance, we however have backup ups for a shorter period while the is Electrical failure.
- Also note that Bad weather and storms will affect connectivity for the duration of the storm, and back to normal when the bad weather passes.
- MLR wireless call out are free if the problem is on our side, however if its on the client side a Fee of **R350-00** will be charged.
- Should you wish not to utilise our service please send us a cancellation email on [Rudzani@mlrwireless.co.za](mailto:Rudzani@mlrwireless.co.za)
- Should you experience any network problems please let us know as soon as possible so that we can schedule an appointment to resolve the issue
- Note that wireless network is 99% consistent , it is also affected by radio signals, so disturbance is always going to be there, similar to Cell phone network
- All clients required to Sign the contract prior any installation and the installation fee and pro-rata to be paid on the day of installation

### Other information

- Pay a fixed Monthly fee and use as much data as you want.
- Uncapped Data Usage
- Shaped Data, 1:10 Contention
- Equipment on Rental (Power Beam + Cables + Pole)
- Extras on request (Wireless Router)

## PARCKAGES

DATA	Download Line Speed	Upload Line Speed	Price	<u>Tick your option</u>	<u>OPTION</u> <u>1</u> <u>BASIC HOME</u>
Uncapped	Up to 4Mbps	Up to 1 Mbps	R449		
Uncapped	Up to 8Mbps	Up to 1 Mbps	R699.00		
Uncapped	Up to 10Mbps	Up to 1 Mbps	R999.00		

For updated prices and packages visit our website [www.mlrwireless.co.za](http://www.mlrwireless.co.za)

Signature client: \_\_\_\_\_

Signed at \_\_\_\_\_ on the \_\_\_\_\_ Day of \_\_\_\_\_ 2018