



WIRE WIRE

UXHUMEKE UNOMPHELA

Pre-Paid Voucher Internet Access Terms and Conditions

1. Our Services

- 1.1. The Services provided by Wire-Wire (*we/us*) to you (*you/your*) are pre-paid voucher based internet services (“the Services”) for a specified time period (“the Subscription Term”).
- 1.2. **To order a Service, you are required to register on the WireCoin platform. Only persons aged 18 years or older may register.** Once you are registered you can add other devices for family members. You can then purchase vouchers of your choice from our [website](#).
- 1.3. The Subscription Term for each voucher commences on the Activation Date.
- 1.4. In order to recharge, you must purchase a new voucher.
- 1.5. **There is a strict no-refund policy applicable to the Service. This means you cannot cancel your subscription and claim a refund once payment has been made for the voucher.**
- 1.6. We reserve the right to change the configuration of the Services so long as the change will not materially affect the Services. We will give you as much notice as is reasonably possible.
- 1.7. The Services might be affected by zinc structures, thick walls, fish tanks, mirrors, microwaves or homes that are bigger than 100m².
- 1.8. Access to the internet is by design best effort in nature and no individual service provider has any ability to control the reliability of the internet beyond its own network.
- 1.9. We may suspend your Services without notice if we-
 - 1.9.1. have to comply with an order, instruction or request of a court or other authority;
 - 1.9.2. have reasonable grounds to consider that the Services are being used fraudulently or illegally;
 - 1.9.3. have reasonable grounds to consider that you are, or have been, involved or connected with criminal activity or any other activity which may be detrimental to Wire-Wire;
 - 1.9.4. have reasonable grounds to consider that you have contravened our Acceptable Use Policy found on our [website](#).

2. Our Obligations

- 2.1. We will provide the Services to you in accordance with applicable industry standards and laws.
- 2.2. We will use our best efforts to keep the Services available at all times, taking into consideration that we cannot be held liable for any failure or disruptions as a result of the actions or omissions of other network operators.



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3. Your Obligations

- 3.1. You must use the Services in compliance with our Acceptable Use Policy.
- 3.2. You must deal with us and our employees and designated contractors in a courteous, respectful and professional manner and not abuse us in any way.
- 3.3. We may need to install certain equipment at your premises so that you can use the Service you have ordered (this is called Customer Premises Equipment or “CPE”). The type of CPE required depends on the Service(s) you have purchased from us. The make and model of CPE is chosen in our sole discretion.
- 3.4. Here are examples of the different types of CPE we may install:



- 3.5. **The CPE is necessary for you to receive the Service(s) from us and we will provide one set of necessary CPE per premises however, if anything should happen to the CPE at your premises we reserve our right not to provide any replacement CPE to you.**
- 3.6. **The CPE must remain in your premises exactly where we have installed it, and it may not be given to any third party or removed and/or re-installed at a different location. If the CPE is lost, stolen or damaged in any way, you must immediately tell us.**
- 3.7. In the event of failure of any component making up any of the CPE, we will repair or replace the affected component where such failure is covered by the warranty of the original network coverage manufacturer. Where any CPE is replaced, you must return the old, defective CPE to us or allow us to collect it from you.

4. Maintenance and Support

- 4.1. While we aim to keep the Services up and running at all times, we may sometimes need to perform emergency maintenance without prior notice to you.
- 4.2. We also bring to your attention that the Services might depend on other network operators who have their own maintenance periods over which we have no control and if the Services are affected by any such maintenance, we will give you as much notice as is possible.



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- 4.3. If you experience a problem with the Services you can contact us by phone (0861 888 999), email (hello@wireme.co.za) or via our [website](#).
- 4.4. Please make sure you log a support ticket and give as much information as you can otherwise you may experience a delayed response and turnaround time.
- 4.5. Web-based speed-tests are not reliable and will not be accepted by us as conclusive proof of non-performance or breach of contract.

5. Your Personal Information

- 5.1. You acknowledge that we and our contractors or payment merchants will, by virtue of the provision of the Services, come into possession of your personal information.
- 5.2. We have appropriate technical and organisational measures to protect your personal information against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access and against other unlawful forms of processing. You have the right to access any of your personal information on written notice to us and you can have any agreed errors in your personal information fixed.
- 5.3. You agree that we and our respective subcontractors or payment merchants may use or process your personal information:
 - 5.3.1. to provide the Services, bill you, comply with our legal obligations, to verify your identity and solvency, maintenance, support and product development, fraud detection and prevention, sales, revenue and customer analysis and reporting, market and customer use analysis; and
 - 5.3.2. to communicate to you by voice, SMS, Whatsapp, letter or email regarding our products and services.

6. General

- 6.1. We shall not be in breach of these terms and conditions, or liable for any failure or delay in performance of our obligations under these terms and conditions as a result of supervening impossibility including but not limited to acts, events, omissions or accidents beyond our reasonable control.
- 6.2. No indulgence which given by us should be construed to be an implied consent or a waiver of our rights.
- 6.3. You acknowledge that you are solely responsible for all security measures required in respect of the Services and we shall not be held liable for any losses arising out of any security breaches of your Services.
- 6.4. We shall not be liable to you for any losses of whatsoever nature arising from malware, ransomware, phishing, vishing, or any similar malicious attacks on you.

- *End of Terms and Conditions* -