

## Terms and Conditions for the GigaGo Go10 Vuma Feb 2021 Special (“the Promotion”)

1. This Promotion is only applicable to new GigaGo customers (“Customers”) ordering the GigaGo 10 Mbps package who reside in an area with existing and operational Vumatel network already in place and services the customer’s premises.
2. This Promotion is only available on the 10 Mbps package (Go10) and is only valid on the Vumatel network.
3. The Promotion is valid from 1 February 2021 to close of business on 5 March 2021.
4. The Promotion offers Customers a reduced rate on the 10Mbps package at R593.00 per month for a period of 12 months from date of activation. After the 12-month period expires the full package price of R659pm will be billed. For the avoidance of doubt the Promotion is subject to 12 months of consecutive billing at the same address.
5. No existing GigaGo customers are eligible for this promotion.
6. Prices quoted for non-recurring costs and charges (including applicable access build, installation and activation), equipment and monthly recurring charges are inclusive of VAT.
7. Access build, installation and activation costs and consumer premises equipment (“CPE”) costs are additional to the Promotion Charge and priced/charged as per Gigago’ s standard terms and conditions regarding the Contract Obligation Period. (“Standard Terms and Conditions”).
8. Should the Customer cancel within a 12-month period (also referred to as the “Contract Obligation Period”) the Customer shall be liable for cancellation fees, which are the applicable charges specific to the expenses incurred by GigaGo to deliver the Service to the Customer (“Cancellation Fees”). Cancellation Fees include, but are not limited to, the access build costs (where applicable), installation and activation fees, CPE provisioning fees and such other fees and charges required for delivery of the service to Customer which shall be due and payable on GigaGo’ s demand. The Customer acknowledges and agrees that imposition of Cancellation Fees is fair, just and reasonable.
9. This promotion is available to Fibre to the Home (“FTTH”) Customers only. For the avoidance of doubt, all business packages are excluded.
10. GigaGo reserves the right to cancel this promotion at any time without prior notice.
11. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
12. The provision of GigaGo services is provided subject to the Standard Terms and Conditions (including pricing) which can be found at [www.gigago.co.za](http://www.gigago.co.za). The Standard terms and Conditions apply to this Promotion, quotation and any subsequent order notwithstanding anything to the contrary contained in or incorporated into any document from or oral statement made by you, the Customer, and any cancellation of a service. No variation or

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amendment to the conditions shall be of any effect unless expressly agreed, in writing, by a person authorised to sign on behalf of GigaGo.

13. By accepting this offer, you confirm that you have read and accept the Standard Terms and Conditions and are authorised and able to enter into a contract.