

## Terms and Conditions for the GigaGo Go20 Vuma August/September 2021 Special (“the Promotion”)

1. This Promotion is only applicable to new GigaGo customers (“Customers”) ordering the GigaGo 20 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 20 Mbps package (Go20) and is only applicable to the Vumatel fibre to the home (“FTTH”) network.
3. The Promotion runs from 4 August 2021 to close of business on 30 September 2021.
4. The Promotion offers Customers a reduced rate on the GigaGo 20Mbps package on the Vumatel FTTH network of R639.00 per month for a period of 12 months from date of activation (the “Promotion Charge”). After the 12-month period (the “Contract Obligation Period”) expires the full package price of R699 per month will be billed. The Promotion is subject to and conditional on 12 months of consecutive billing at the same address during the Contract Obligation Period.
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 costs), 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 (“Standard Terms and Conditions”).
8. Should the Customer cancel within 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, monthly recurring 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 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 Promotional package can be claimed per unit/dwelling and no other specials can be claimed concurrently.
12. The provision of GigaGo services are 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

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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 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 to and/or able to enter