

Contact :-

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Cloud PBX, VoIP, LTE & Fibre

Office Address:

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Reg # 2015/234693/07

VAT # 4240281172

Terms and conditions for Fixed LTE, Fibre & Wireless

1. Phoneryt's terms and conditions are binding and may be amended at any time without notification.
2. Phoneryt's terms and conditions can be viewed on our website at www.phoneryt.co.za.
3. Phoneryt fixed LTE may require an antenna to improve signal, this will be at an additional cost to the customer.
4. All Phoneryt's LTE packages are "BEST EFFORT" services, Phoneryt cannot be held responsible for loss of Data due to no signal (connectivity) from your LTE router. This is purely dependant on the service provider, i.e. Vodacom, MTN, Telkom or Rain.
5. The RICA process shall apply, and no service shall commence until all necessary documentation and processes have been completed.
6. Phoneryt's LTE data offers shall be available on a monthly contract; a full calendar months' notice is required upon termination.
7. Subscription to Phoneryt's LTE services is subject to the availability of its LTE network coverage within the specified areas. A sales agent will be able to assist you with checking if your address is in a coverage area. Services which are provisioned on the borders of, and outside, the coverage area at the user's insistence, are delivered entirely at the user's risk.
8. Some LTE service is provided as a fixed broadband service for use in a fixed location. Should a subscriber relocate at any stage and the router loses its original signal from installation then Phoneryt cannot be held liable for this loss of network coverage.
9. Should a subscriber relocate; it is the subscriber's duty to inform Phoneryt of such relocation as the service will need be re-established at the subscriber's new location. Phoneryt has no control over the duration of this process and any fees incurred will be for the user's account.
10. Phoneryt shall not be held responsible for customers requesting the Internet connection in areas that are not eligible for LTE. Phoneryt cannot guarantee LTE coverage where coverage is stipulated by the LTE suppliers.
11. A compatible device is required to use Phoneryt's LTE services. The maximum speed that can be experienced by the subscriber is dependent on the speed specification of the device in the area of transmission (speed is reliant on many factors such as coverage or distance from base station, prevailing weather conditions, base station and congestion).
12. Phoneryt's LTE network currently supports voice calls, and general internet usage.
13. Phoneryt does not refund on LTE routers (after a seven (7) day – cool off period) or data that has been purchased.
14. Phoneryt is not liable for any loss or damage to the user's property or equipment arising out of the provision, installation or

15. maintenance and use of the service. It is the user's responsibility to fully insure the hardware for theft or damage. The user is fully liable for the replacement cost of the router if stolen or damaged.
15. Phoneryt will not incur any liability whatsoever for any loss or damage as a result of any use, authorised or unauthorised, resulting from virus attacks, security vulnerabilities, or loss of information, lightning, power surges or any other acts of God.
16. Phoneryt cannot be held liable for internet settings and / or passwords that pertain to the subscriber's computer system(s).
17. NB* Vodacom routers and SIM cards supplied, are done on a loan agreement only and is to be returned to Phoneryt, at the client's cost, in working condition as supplied to the client.
18. The early cancellation of a fibre/wireless contract is allowed by law (as defined in the CPA 2008), however the user will be responsible for an early cancellation penalty [the reason this penalty exists is because Phoneryt is obliged to see out the remainder of the contract]. Phoneryt will clawback the full subsidised installation/activation fees, as specified by the installer, and the full remainder of any costs incurred in the contact.
19. Fibre promotions may be withdrawn at any time without notice.
20. Phoneryt is not responsible for, and loss of connectivity or equipment damaged from loadshedding, protect your equipment.
21. Payments:
 - Suspension will be instituted without forewarning and reconections can take up to 7 working days.
 - Phoneryt cannot be held responsible for loss of business or income due to any suspensions.
22. Phoneryt's rental products are strictly for Phoneryt customers and not to be resold if the product is still on a fixed term contract.

Name:-.....

Signature:-.....

Date:-.....

I have read and understand the above important information and agree to abide by the above Phoneryt's Terms and Conditions. Phoneryt cannot be held liable for internet settings and / or passwords that pertain to the subscriber's computer system/s.