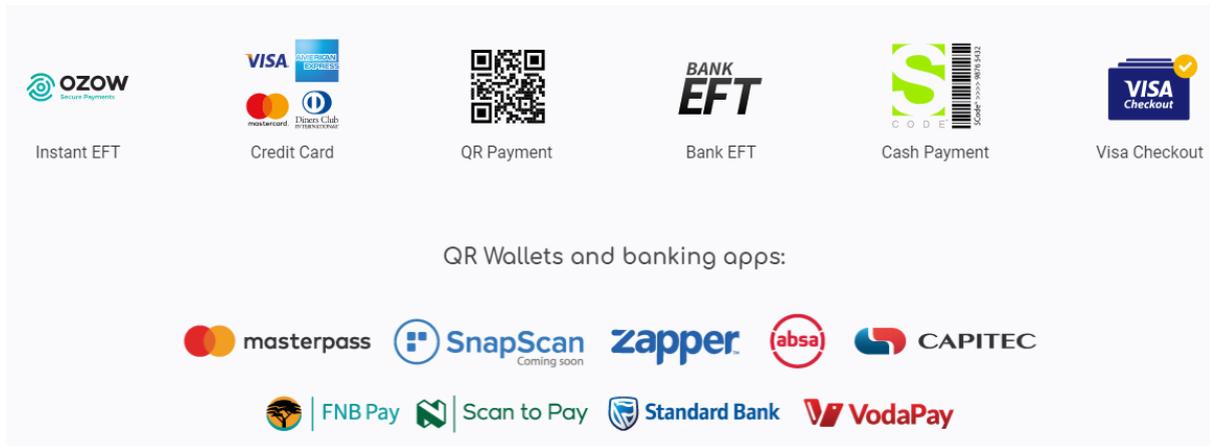


Customer Payment Policy

The purpose of this policy is to define parameters and options regarding customer payment. This is to ensure the ISP can remain operationally healthy whilst offering very competitive market rates for fibre services. The policy outlines when payment is required from a customer, what options are available for making payment and payment arrangements. The intended audience is active customers of Dash Fibre (PTY) Ltd.

1. As the customer, you will not be invoiced until your service is active with your router being online (aka 'lit') and getting an IP address from the ISP.
2. First invoice
 - a. The first invoice you receive, will be a pro-rata invoice for the number of days remaining in the current calendar month.
 - b. It is payable and due within 48 hours to avoid suspension.
3. Monthly invoice
 - a. Billing is done in advance. You will be invoiced for the month ahead.
 - i. For example; on 19 October you will receive an invoice for November's services. This invoice needs to be paid by 1 November.
 - b. Invoices are sent out on 19th of every month.
 - c. Payment is due by the 1st of the coming new month.
4. Payment options
 - a. If you pay via EFT, please use your customer ID as reference. ie; ABC0002. Failure to use correct reference will result in those funds not being allocated to your account on time and could result in your suspension. Suspension fees will still apply.
 - b. We are partnered with a leading payment partner, offering safe and secure payment options.
 - c. We encourage all customers to sign up for debit orders. 26th and 1st are available for debit orders to come off your bank account.
 - d. Other options include Instant EFT, Credit/Debit Cards, QR codes, pay at your local Checkers grocery store, etc.



5. Proof of Payment

- a. Proof of payment can be mailed to accounts@dashfibre.co.za.
- b. It is important you use your customer ID as payment reference in order for your payment to be allocated promptly by the system.
- c. If a customer opts not to send proof of payment, they need to factor in inter-bank payment delays to ensure their payment reflects by the morning of the 2nd of each month.

6. Suspensions

- a. Failure to pay by 1st of each month will result in the suspension of the customer service.
- b. Customers who have a negative balance of R100 or more on their account after the 1st will be marked for suspension.
- c. Suspension warnings are sent at the discretion of Dashfibre as deemed necessary. Suspensions may happen without warning, however, Dashfibre will strive to warn customers prior to suspension via email and/or sms.
- d. Customers will not be called telephonically to be notified their account will be/has been suspended.
- e. Suspensions happen between the 3rd and the 5th of every month.
- f. Each suspension carries a R250 reconnection fee which will be invoiced on the day of suspension.
 - i. **Octotel customers** will be subject to a R862.50 reconnection fee upon suspension, as stipulated by the Octotel Fibre Network Operator.
- g. Customers are required to pay their full outstanding account balance for their connectivity to be restored.

- h. Suspensions do not cancel the account and invoices will continue to be issued for services until such time as the customer submits a cancellation request in writing to support@dashfibre.co.za.
- i. The time to lift suspensions once a proof of payment has been sent to accounts@dashfibre.co.za may take up to 48 hours.

7. Debt Collection

- a. In line with the consumer protection act, Dash Fibre has partnered with a debt collection agency to pursue outstanding money owed.
- b. Customer accounts without any payments made, nor payment arrangements, and/or arrears over 30 days may be handed over at the end of the respective billing period, to the appointed debt collection agency.
- c. Once an account has been handed over, the customer account is closed on Dash Fibre's side and the customer will have to settle the balance with the appointed debt collection agency. The debt collection agency will add their own fees at their discretion and interest may be charged accordingly for unpaid balances.
- d. Dash Fibre is in no way liable or responsible for customers receiving black listing on their consumer record as a result of being handed over as per the above criteria.

8. Payment Arrangements

- a. Dash Fibre does not allow payment arrangements and customers are expected to keep their account balance below R100 within the billing period.

9. Refunds

- a. Refunds will be done on strict approval under certain circumstances where Dash Fibre has made a mistake.
- b. No refunds under R1000 will be made for errors made by the customer. Credit will remain on the customer account.

10. Credit

- a. There is no credit passed on for outages. All services are best effort as per the Fibre Network Operators.
- b. Credit will not be passed on to customers for any reason related to availability of support staff by any means.