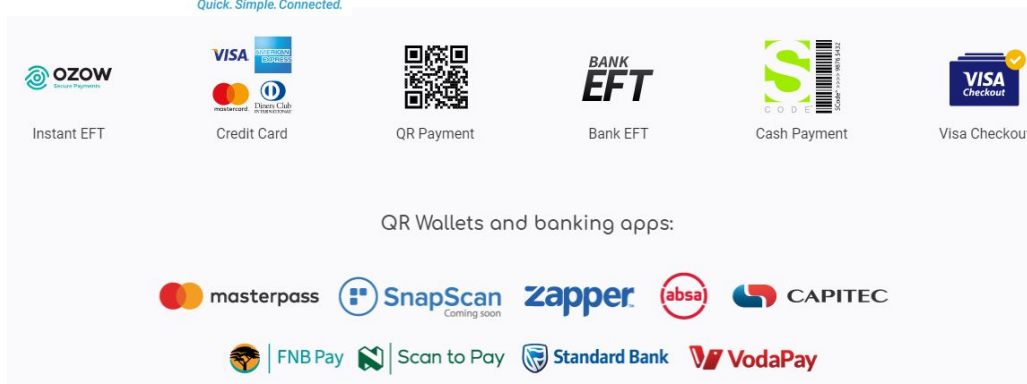


## Customer Payment Policy

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.

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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. 15th, 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. Suspensions

- a. Failure to pay by 4th of each month will result in suspension without further warning.
- b. Each suspension carries a R250 reconnection fee which will be invoiced on the day of suspension.
  - i. **Octotel customers** will be subject to a R750 (ex vat) reconnection fee upon suspension, as stipulated by the Octotel Fibre Network Operator.
- c. 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](mailto:support@dashfibre.co.za).
- d. The time to lift suspensions once a proof of payment has been sent to [accounts@dashfibre.co.za](mailto:accounts@dashfibre.co.za) may take up to 48 hours.

## 6. 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 as well as arrears over 60 days will 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.

## 7. Refunds

- a. Refunds will be done on strict approval under certain circumstances where Dash Fibre has made a mistake.

## 8. There is no credit passed on for outages. All services are best effort as per the Fibre Network Operators.