

# TooMuchWifi Products and Services

## Terms & Conditions

### 1. General Consent and Agreement

- 1.1. This is an agreement between you, our customer, and us, TooMuchWifi, regarding the use of our products, services and equipment (collectively referred to hereinafter as “services”), including your account held with us.
- 1.2. As a user of our services you have signed up for, you are responsible for the acceptable use compliance of the account registered in your name with us.
- 1.3. Our Terms & Conditions may be amended from time to time and governs both the online and offline access to and use of our services for new and existing users.
- 1.4. You consent to the collection, storage, use and transfer of your personal information by us as described in our [Privacy Policy](#).
- 1.5. You agree that you have read, understood and accepted our Terms & Conditions and Privacy Policy.

### 2. Ownership of Equipment

- 2.1. The TooMuchWifi equipment installed at your premises remains the property of TooMuchWifi. This includes:
  - 2.1.1. the bracket, pole, cabling and dish installed on the exterior wall of your house;
  - 2.1.2. the Wi-Fi router, cabling, power plugs and the power device attached to the Wi-Fi router installed inside your house.
- 2.2. Should the equipment fail due to tampering by anyone who is not an authorised TooMuchWifi Technician, the costs to replace or repair the equipment will be for your account.
- 2.3. Should the equipment be stolen, the replacement costs will be for your account.

- 2.4. Should the equipment fail due to damages caused by natural disasters, fire or vandalism, the repairs or replacement will be for your account.

### 3. Payments

- 3.1. For pricing of our services and to know which amount you need to pay, [click here](#).
- 3.2. Payments must be made on or before the 1st of every month to ensure uninterrupted service.
- 3.3. Payment can be made using **your unique NODE number** as the payment reference and any of the following payment methods:
  - 3.3.1. Credit/Debit Card Payment
  - 3.3.2. Instant EFT
  - 3.3.3. Nearest Spaza Shop that has Kazang and Shop2Shop
  - 3.3.4. Debit Order
  - 3.3.5. FNB ATM cash deposit into the TooMuchWifi bank account
  - 3.3.6. EFT (electronic funds transfer)
- 3.4. **\*\*To avoid being disconnected, please ensure that you use your TooMuchWifi NODE number as the beneficiary payment reference.**

### 4. Late Payment and Disconnection

- 4.1. If payment is not received by the due date, your service may be disconnected.
- 4.2. Reconnection after disconnection due to late payment can take up to 72 hours. This means that if you were disconnected due to payment not being received by the due date, your service can only be reconnected once payment has been made and you could wait up to 3 business days to be back online.

### 5. Refunds

- 5.1. Should you wish to discontinue with our services due to an unsuccessful installation or you have changed your mind after making your first payment as a new customer, a refund can be requested.
- 5.2. We will require confirmation of your banking details for the refund.
- 5.3. Refunds can take up to 72 hours or 3 business days to be processed.

## **6. Installation**

- 6.1. Installation will be scheduled as soon as we have received your first payment for the service(s) you have ordered.
- 6.2. Installation date will be scheduled and confirmed with you.
- 6.3. Our estimated turnaround time is 7-10 business days from the date of payment being received.
- 6.4. You must ensure someone is available at the time of installation at your house to approve the equipment to be installed.
- 6.5. Should you not be available or have someone available when the installation team arrives, the installation will be rescheduled to another date and time.

## **7. Returns (uninstall and collection of equipment)**

- 7.1. In the event of non-payment, TooMuchWifi reserves the right to decommission (uninstall and collect) its equipment after three consecutive months of unpaid accounts.
- 7.2. You will receive notification from TooMuchWifi for the decommission required.
- 7.3. Should you decide to keep the equipment that we need to uninstall and collect, or the equipment is damaged or no longer in your possession, we reserve the right to charge you for damages or the value of the equipment that cannot be collected by us.

## **8. Relocation of equipment**

- 8.1. Should you require the installed equipment to be moved, a callout fee will be charged which will be for your account.
- 8.2. Should you move to another location or community that is covered by TooMuchWifi and wish to remain with TooMuchWifi as your Wi-Fi service provider, you will be charged for a relocation fee.
- 8.3. Please note that we cannot guarantee that your relocation from the old to the new property will take place on the same day.
- 8.4. We reserve the right to charge you for damaged equipment during the relocation process should the damage not be caused by TooMuchWifi's authorised Technicians.

## **9. Talk to TooMuchWifi**

- 9.1. If you have any concerns, issues or questions related to the service, you can contact TooMuchWifi on:

9.1.1. Telephone: **+27 (60) 016 9434**

9.1.2. Email: [contact@toomuchwifi.co.za](mailto:contact@toomuchwifi.co.za)

## **10. Modification of Terms**

- 10.1. TooMuchWifi reserves the right to modify its Terms and Conditions.
- 10.2. TooMuchWifi will notify you of any changes made to its Terms and Conditions.

## **11. Governing Law**

- 11.1. These Terms and Conditions are governed in accordance with the laws of South Africa.
- 11.2. By continuing to use TooMuchWifi services, you agree to these Terms and Conditions.
- 11.3. TooMuchWifi reserves the right to terminate your account, disconnect the

services and decommission its equipment should there be any unlawful use of its equipment or services, or should there be a breach in its Terms and Conditions.

## UPS T&C's

### Terms and Conditions for Marsriva Smart Mini DC UPS Model KP2 EC

These Terms and Conditions ("T&Cs") govern the use of the Marsriva Smart Mini DC UPS Model KP2 EC (hereinafter referred to as "the unit") provided by TooMuchWifi (referred to as "the Company") to the customer. By purchasing or leasing the unit, the customer agrees to abide by these T&Cs.

- Purpose: The unit is provided by the Company to ensure uninterrupted power supply to internet equipment during power outages, such as load shedding.
- Ownership and Lease Agreement: The unit remains the property of TooMuchWifi and is leased to the customer for the duration of the agreement.
- Tampering: The customer agrees not to tamper with the unit or its components. Any attempt to tamper with or modify the unit without explicit instruction from a TooMuchWifi employee is strictly prohibited. The customer acknowledges that tampering may result in damages to the unit, for which the customer will be held financially liable.
- Liability: TooMuchWifi shall not be held liable for any damages to the customer's property resulting from damage to the unit or its misuse by the customer.
- Reporting of Issues: Should the customer experience any problems with the unit, it is the customer's responsibility to report such issues directly to TooMuchWifi by creating a ticket or contacting customer support. The Company will endeavor to resolve the issue promptly.
- Modification of Terms: TooMuchWifi reserves the right to modify these T&Cs at any time. Any changes will be communicated to the customer in writing or via email.
- Termination of Agreement: The Company reserves the right to terminate the lease agreement and reclaim possession of the unit in the event of breach of these T&Cs by the customer.
- Governing Law: These T&Cs shall be governed by and construed in accordance with the laws of South Africa.
- UPS tested under standard residential electrical supply